

# Signature Page and Attestation

We hereby approve and submit the Child and Family Services Plan for Erie County Department of Social Services and Youth Bureau 2021 Annual Plan Update.

**We also attest to our commitment to maintain compliance with the Legal Assurances outlined below.**

## Legal Assurances

All signatures must be included, along with the date(s). The signatures on this page attest to the district's compliance with assurances A through H (below), which are incorporated by reference into your plan. The legal assurances are statutorily mandated; districts must indicate that they are complying with these standards or must provide a remediation plan if they are not.

### A. General

1. All providers of service under this plan operate in full conformance with applicable federal, state, and local fire, health, safety and sanitation, and other standards prescribed in law or regulations. Where the county is required to provide licensure for provision of services, agencies providing such services shall be licensed.
2. All recipients of funds are required to operate each program or activity so that, when viewed in its entirety, the program or activity is readily accessible to and usable by persons who are handicapped to the extent required by law.
3. Benefits and services available under the state plan are provided in a non-discriminatory manner as required by Title VI of the *Civil Rights Act of 1964* (as amended).
4. The activities covered by this plan serve only those individuals and groups eligible under the provisions of the applicable state and federal statutes.
5. No requirements as to duration of residence or citizenship will be imposed as a condition of the participation in the State's program for the provision of services.
6. There is in operation a system of fair hearings and grievances under which applicants for or recipients of services and care may appeal denial, exclusion, reduction, termination, or choice of services/care; mandatory nature of service/care; or failure to take timely action upon an application for services/care.
7. Adequate and timely notice is provided to applicants for and recipients of services and care as required by NY 18 NYCRR 407.5(h) (2) (I).
8. Title XX-funded services are available to eligible individuals in every geographic area within the district. Where different services are made available to a specific category of individuals in different geographic areas, services are available to all eligible individuals in that category who reside in that area.
9. Title XX reporting and fiscal systems includes level of care, maintenance, and services provided to children and families and costs of services provided.

### B. Child Protective Services

1. The district maintains an organizational structure and staffing, policies, and practices that maintains compliance with 18 NYCRR 432.
2. The district has specifically reviewed 18 NYCRR 432.2 (f)(3) and is in compliance with all assurances outlined in those regulations.

### C. Preventive Services for Children

1. Children and families in need of the core preventive services have these services provided to them in a timely manner. Core services include day care, homemaker, transportation, 24-hour access to emergency services, parent aide or parent training, clinical services, crisis respite care,

- services for families with AIDS/HIV+, and housing services.
2. The district maintains efforts to coordinate services with service agencies and other public and private agencies within the district that provide services to children including the use of referral procedures with these agencies and formal and informal agreements.
  3. The district has prepared plans and procedures for providing or arranging for 24-hour access to emergency services for children who are at risk of foster care as specified in 18 NYCRR 423.4. Staff is aware of such plans and procedures.

#### **D. Youth Development**

1. Where the county receives state funds pursuant to Executive Law 420, the municipality's youth development program maintains an organizational structure and staffing, policies, and practices that comply with Article 19-A of the Executive Law and 9 NYCRR Subpart 165-1.
2. Executive Law section 420(1)(c) sets forth statutory options for RHYA services in Executive Law 420(2). This information is located in the RHYA/Youth Bureau Administrative Component.

#### **E. Adult Protective Services**

1. The district has established a process that enables the commissioner to act as a guardian and representative or protective payee on behalf of a client in need of adult protective services (APS) when no one else is available or willing and capable of acting in this capacity.
2. In providing protective services for adults, the district will implement each responsibility contained in 18 NYCRR Part 457.
3. The district attests that following has been established for PSA:
  - Financial management system with written procedures;
  - The roles and responsibilities have been defined and written for the delivery of protective services for adults for the various divisions and offices of the social services district, including accounting, income maintenance, medical assistance, protective services for adults, and all relevant services; and
  - An interagency service delivery network has been developed with other appropriate agencies including, but not limited to, the Office for the Aging, the Department of Health, community mental health services, psychiatric center(s), legal services and appropriate law enforcement agencies.

#### **F. Domestic Violence Services**

1. Domestic violence victims seeking non-residential services are provided with all needed core services directly from the provider in a timely manner and as otherwise specified in 18 NYCRR Part 462.
2. Non-residential services are provided regardless of the person's financial eligibility; must provide services in a manner that addresses ethnic composition of the community; must provide services in a manner that addresses needs of victims who are disabled, hearing impaired, or non-English speaking, and must provide services in a safe and confidential location.

#### **G. Child Care**

The district assures that when providing child care services under the New York State Child Care Block Grant (NYSCCBG), the Social Services Block Grant (Title XX), and other child care services funded with state or federal funds, it is in compliance with all pertinent state and federal laws, regulations, and policies, which include but are not limited to the following:

1. Providing parents or other eligible caretakers with information about the full range of providers eligible for payment with child care subsidy funds.
2. Offering child care certificates to assist parents in accessing care.
3. Informing clients of criteria to consider when selecting a child care provider.
4. Allowing parents or other eligible caretakers to select any legal, eligible child care provider (districts may disapprove providers chosen by families with a preventive or protective case under certain circumstances).
5. Establishing at least one method of paying for child care provided by caregivers who do not have

- a contract with the county.
6. Determining that legally exempt child care providers are operating in compliance with any additional state-approved local standards.
  7. Giving priority for child care subsidies to children of families with very low income, to families that have children with special needs, and to families experiencing homelessness.
  8. Guaranteeing child care services to families that have applied for or are in receipt of public assistance when such services are needed for children under 13 years of age in order to enable custodial parents or caretaker relatives to participate in activities required by a social services official including orientation, assessment, or work activities as defined in 18 NYCRR Part 385.
  9. Guaranteeing child care services to families who are in receipt of public assistance when such services are needed for children under 13 years of age in order to enable the parents or caretaker relatives to engage in work as defined by the social services district.
  10. Guaranteeing child care services to applicants for or recipients of public assistance who are employed and would otherwise be financially eligible for public assistance benefits that choose to receive child care subsidies for children under 13 years of age in lieu of public assistance benefits for such period of time as the applicants/recipients continue to be financially eligible for public assistance.
  11. Guaranteeing child care services to families transitioning from public assistance whose cases have been closed or who voluntarily close their public assistance cases, and who are no longer financially eligible for public assistance due to an increase in earned income or child support. The family must include an eligible child under the age of 13 who needs child care in order for the parent to be engaged in work, and the family's gross income must be at or below 200 percent of the state income standard. For transitional child care, the eligibility period begins with the first month in which a family becomes ineligible for public assistance or "child care in lieu of public assistance" and is limited to 12 months in duration.
  12. Informing recipients of public assistance and former public assistance recipients of the child care guarantees for eligible families.
  13. Informing families in receipt of public assistance of their responsibility to locate child care.
  14. Informing families in receipt of public assistance of the criteria the district will use to determine that a family has demonstrated an inability to obtain needed child care because of the following reasons:
    - Unavailability of appropriate child care within a reasonable distance from the individual's home or work site;
    - Unavailability or unsuitability of informal child care by a relative or under other arrangements; or
    - Appropriate and affordable regulated child care arrangements.
  15. Offering two choices of legal child care, at least one of which must be a licensed or registered provider, to recipients of public assistance who have requested assistance in locating child care for a required work activity and who have demonstrated an inability to obtain care.
  16. Informing recipients of public assistance that their public assistance benefits cannot be reduced or terminated when they demonstrate that they are unable to work due to the lack of available child care for a child under the age of 13.
  17. Advising recipients of public assistance that the time during which they are exempted from their required activity due to the lack of available child care will still count toward the families' time limit on public assistance.
  18. Providing payment for the actual cost of care (rate charged by the provider to non-subsidized families unless a lower payment rate has been established in a negotiated contract) up to the applicable market rate.
  19. Allocating NYSCCBG subsidy funds in a manner that provides eligible families equitable access to child care assistance funds.
  20. Providing child care to families who are eligible, as long as funds are available, and to other families that are eligible if funds are available and if the social services district has listed such families as eligible in the Child and Family Services Plan (CFSP).
  21. Not requiring a contract with child care providers as a condition for payment when providing child care subsidies under the NYSCCBG. The district provides parents or other eligible caretakers the option to either enroll the child with an eligible provider who has a contract with the district or to receive a child care certificate to arrange child care services with any eligible provider.
  22. Obtaining approval from the New York State Office of Children and Family Services (OCFS) as

part of the district's CFSP before imposing any additional requirements on child care providers that serve subsidized children.

#### **H. Staffing**

Organizational Chart requirements will be met by the social services district's assurance that the organizational chart submitted to the Bureau of Financial Operations for the Random Moment Survey process is current.

The Preventive Services Planning requirements will be met by the social services district's assurance that names and addresses of agencies providing purchased preventive services entered into the CONNECTIONS system or the Benefits Issuance and Control System (BICS) is current.

☒ I attest to our commitment to maintain compliance with these legal assurances.

#### **Commissioner County Department of Social Services**

Name / Signature:

Marie Cannon

Date:

January 4, 2022

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As the PINS Diversion Service lead, I hereby approve and submit the PINS Diversion Service section of the Child and Family Services Plan for Erie County 2021 Annual Plan Update.

#### **PINS Diversion Service Lead**

(Director/Commissioner County Probation Department or Commissioner County Department of Social Services)

Name / Signature:

Catherine Gavin

Date:

January 5, 2021

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I hereby approve and submit the Youth and Young Adult section of the Child and Family Services Plan for Erie County Youth Bureau 2021 Annual Plan Update.

#### **Executive Director County Youth Bureau**

Name / Signature:

Katherine Hilliman

Date:

January 5, 2021

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Enclosed is the Child and Family Services Plan for Erie County. My signature below constitutes approval of this report.

#### **Chief Elected Officer** (or Chairperson of the legislative body if the county does not have a Chief Elected Officer)

Name / Signature:

**Erie County:** Signature Page and Attestation

Maria Whyte

Date:

December 21, 2021

# Public Hearing Requirements

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## No updates required in Annual Plan Update years

The law requires that at least one public hearing must be held during the development of and prior to the submission of the plan. Such public hearing(s) shall be held only after at least a 15-day notice is provided in a newspaper of general circulation in the district. Such notice must specifically identify the times during the public hearing when child protective services, adult services, and family and children's services components of the plan are to be considered.

One goal of the public hearing is to inform the community of the services available in the district and how they can be accessed. The public hearing also allows the public to raise issues and offer ways to improve delivery and provision of services in the district. Comments and issues raised at the hearing must be incorporated into the planning process if they are deemed to be valid. Implementing strategies that provide for meaningful public input can help to enhance the local planning process. The plan should not be completed prior to the public hearing and should be considered a draft until after the public hearing.

### **The plan is not to be submitted until 15 days after the public hearing.**

*Complete the form below to provide information on the required elements of the public hearing.*

Date Public Hearing held:

March 27, 2018

*(at least 15 days prior to submittal of Plan)*

Date Public Notice published:

March 7, 2018

*(at least 15 days in advance of Public Hearing)*

Name of Newspaper:

The Challenger and the Amherst Bee

Number of Attendees:

0

Topics and Comments Addressed at Hearing:

N/A

Areas represented at the Public Hearing:

- ☐ Health
- ☐ Legal
- ☐ Child Care
- ☐ Adolescents
- ☐ Mental Health
- ☐ Law Enforcement
- ☐ Aging
- ☐ General Public

☐ Other  
*Please specify:*

☐ Other  
*Please specify:*

☐ Other  
*Please specify:*

Issues identified at the Public Hearing:

# MOU Between DA's Office and CPS

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## No updates required in Annual Plan Update years

Please upload a copy of your signed MOU to this system or include a narrative summary of the cooperative procedures to be followed by both parties in the investigation of incidents of child abuse and maltreatment, consistent with their respective obligations for the investigation or prosecution of such incidents, or as otherwise required by law.

- ☒ A copy of our MOU has been uploaded to the system
- ☐ A narrative summary of our MOU is below and a copy of the signed MOU is on file with OCFS

If providing a narrative summary, please enter it here:

Attached is an interagency agreement that outlines the DA's Office and ECDSS roles, duties and collaborations.

# County Overview

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1. If the district has one, please enter the district's mission or vision.

The Vision of the Department of Social Services is a community where children, adults and families are healthy and safe and enjoy a quality of life. As a responsive and efficient organization, we seek to continually engage the community in defining the role of Social Services. We strive to always meet our Core Values of Integrity, Respect, Quality Customer Service, Collaboration and Diversity.

2. Describe the district's demographic, economic, and social characteristics.

Erie County is the largest county outside of the New York City area, with a population of approximately 918,702 and a 14.2% county poverty rate. 21.1% of children under the age of 18 and 8.7% of senior citizens ages 65 and older are living in poverty. The racial makeup of Erie County is 82.1% White alone, 13.0% Black alone; with the remaining 4.9% covered by two or more races or other populations.

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2a. OCFS is committed to addressing disparities among all populations. There is evidence that disparities in race, ethnicity, gender identity, sexual orientation, and disability exist throughout the child welfare system. What efforts is the district taking to address those disparities? (Note: If you are interested in researching and developing additional strategies, examples of strategies are provided below.)

- Incorporate data and race/ethnicity equity strategies from existing online resources. Some examples include:
  - <https://www.childwelfare.gov/topics/systemwide/cultural/disproportionality/reducing/>
  - [https://www.childwelfare.gov/pubpdfs/racial\\_disproportionality.pdf](https://www.childwelfare.gov/pubpdfs/racial_disproportionality.pdf)
  - <https://www.racialequitytools.org/resources/plan>
- Access trainings through regional Youth Engagement Specialist such as Working with LGBTQ+ Youth
- Create an equity committee to develop an action-oriented workplan to address racial disparities in your county
- Create listening opportunities to learn about the experiences of diverse clients to improve policy and practice

2b. Would you like TA from OCFS in any or all of the following areas?

- ☐ Race and Ethnicity Equity
- ☐ LGBTQ Cultural Awareness and Affirmation

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3. Describe the district's successes and achievements in the last five years.

Erie County Department of Social Services (ECDSS) collaborated since 2015 with University at Buffalo Masters of Social Work to offer internships for graduate students. The students were trained on ECDSS programs and services and assist community members throughout Erie County with questions about ECDSS benefits and services, with special attention to those who experienced transportation and technology obstacles. In addition to assisting individuals in community settings, many of the interns are paired with workers from the Child Protective Service division to shadow and observe. Erie County Department of Social Services administered the Summer Youth Employment Program (SYEP) in collaboration with community partners, Buffalo Urban League and Catholic Charities who acted as the program operators connecting the youth with a worksite to provide them with a meaningful work experience over the summer. Approximately 700 youth age 14-20 participated in the 8 week program at over 100 worksites throughout Erie County annually. All youth who participated in the program received financial literacy learning on personal finance and to augment the work component, educational activities were offered to better prepare youth as they continue their education and transition to work. The SYEP concentrated its efforts to help high need youth such as youth in foster care, homeless/runaway youth and youth with disabilities. The Erie County Department of Social Services received an Expansion of Child Care Assistance Program grant of \$2,000,000 for October 2019 through September 30, 2021. Through this grant Erie County is expanded child care services to LEP

clients attending ESL instructional program, clients attending training and degree programs, and clients regardless of age attending high school or NYS HSE programs. Erie County is collaborating with Peaceprints of WNY and the Erie County Sheriffs Office through Project Blue, providing comprehensive reentry services to individuals coming out of the Erie County Correctional Facility and Erie County Holding Center. The Department helps participants become stabilized by meeting basic living needs and providing essential services that foster independence, encourage positive personal growth and a change to non-criminal behavior. In 2019 Erie County implemented a Health and Human Services Plan, Live Well Erie. Live Well Erie is a collaborative effort that seeks to achieve three primary goals: Give Every Child a Chance to Succeed; Empower Working Families; and Support Our Seniors. The strategies and initiatives are a result of a collaborative effort between Erie County Government Departments including but not limited to Departments of Social Services, Senior Services, Health, Mental Health, Public Advocacy, Parks, Environment and Planning. Community partners are also involved and include the United Way of Buffalo and Erie County, the Child Care Resource Network, Say Yes Buffalo, the University at Buffalo and many more. The Live Well Erie Vision is organized around the idea that in Erie County no one will be left behind and all residents will have a chance to realize their full potential. Live Well Erie strategies will be a continually evolving effort to improve the lives of the residents of Erie County

4. Describe the financing for the district's services. Include general information about the types of funds used (e.g. federal, State, local, TANF, or innovative funding approaches). Include new uses of TANF or Flexible Funds for Family Services for program services. Include any innovative approaches to funding or new uses of funds to support the service delivery system.

The County initially pays for most expenses related to Social Services programming including child welfare services, public assistance and administration. The big exception is the payment of Medicaid, as the State pays medical providers directly for most medical services. The local share for those medical expenses is paid by counties through a weekly wire transfer of 100 percent county funds to the State's Medicaid bank account. Each month, the County submits complete expenditure summary information on a set of forms housed in the Automated Claims System. These claim forms are submitted by the County to the State to obtain Federal and State reimbursement. The rules and procedures for claim filing are prescribed by the State. The State in turn submits quarterly reports to the Federal government to obtain Federal funding. The County does not participate in the claim filing with the Federal government. Counties receive both Federal and State funds from the State as advances for certain programs that are subsequently reconciled through monthly settlement of Federal and State share claims. This settlement process is generally subject to a three-month delay. This delay makes the State Fiscal Year (April 1 - March 30) correspond with the County Fiscal Year (January 1 - December 31). Some programs receive partial Federal reimbursement dependent upon the eligibility of individual clients for Federal funding. That eligibility is, in some cases, dependent upon family income as a percent (such as 200%) of the Federal Poverty Level. In other cases, that eligibility is without regard to family income, but instead is dependent upon family circumstances or individual behavior (like domestic violence or substance abuse). Some programs are fully reimbursed by the Federal government through Temporary Assistance to Needy Families Block Grant (TANF), the Social Services Block Grant (Title XX) or the Child Care Development Block Grant, subject to the limits of allocation ceilings. Other allocations include the Foster Care Block Grant, the Independent Living Allocation, a Training Cap, Food Stamps Education and Training and a Domestic Violence allocation. State Legislation defines the rules and framework of reimbursement within broader federal requirements for each of these special allocations. The claiming and settlement process has changed from years ago when there was a more simplified reimbursement process based on fixed percentages of expenditure. The use of more complicated funding mechanisms has increased in recent years as the State has used the flexibility of TANF funding to finance a broad array of services to clients and families. Relative shares, reimbursable from State, Federal and Local funds has changed substantially over time. A Maintenance of Effort (MOE) requirement is set forth in the TANF Block grant. The MOE requires that the State maintain current Federal Fiscal Year (FFY) spending at 75% of historic non-Federal (i.e. State and Local combined) shares levels. If MOE is not achieved on a statewide basis, the State is subject to a number of block grant reduction actions and penalties as prescribed in Federal law. The State has devised innovation claim strategies that increase local and State spending for certain services which qualify for MOE (like public assistance), while using Federal funding for those services which do meet TANF goals but do not qualify for MOE expenses, such as diversion and supportive services to juvenile delinquents and persons in need of supervision (JD and PINS). The funding process is dynamic and ever changing. It is a challenge to work within this

process to meet the needs of Erie County's most vulnerable children, adults, and families.

5. If purchase of service agreements are used, describe the criteria and procedures used by the district for selecting providers for all child welfare, adult protective, and non-residential domestic violence purchase of services (e.g. RFP process, news releases on availability of funds, sister agencies panel).

RFPs are developed for program areas and released to the public by means of the County's website, local newspapers and e-mail distribution. Erie County conducts targeted outreach to address special needs, such as specific service contracts to address the disproportionate removal of children in certain communities. Upon release of the RFP an informational briefing may be held to allow interested agencies the opportunity to ask questions and become better acquainted with the requirements. Proposals are reviewed and scored by a review committee. Prospective agencies may then be asked to partake in a brief interview with the review committee. The proposer has the opportunity to further discuss their program and the review committee is given the opportunity to clarify any questions that may have come about during the proposal's review. The review committee takes into account the written proposal, past performance and interview when scoring the proposals. The review committee submits its recommendations to the Commissioner. Funds are distributed based on performance criteria and targets reached in the specific area. Once approved by DSS and the County Executive, the recommendations are presented to the Erie County Legislature for final approval.

6. Describe procedures that will be used to ensure that the services being purchased are effective in meeting the outcomes as outlined in the contract and your plan. Include the frequency of monitoring, tools that will be used, and who will be involved.

At the onset of a contracts, establishment agencies are required to provide the district with the following: 1) Documentation of Insurance, not for profit status, a list of current Board members and an organizational flow chart; 2) Job descriptions, qualifications and resumes for all positions funded through the contract; 3) A copy of the agency's last independent fiscal audit; 4) Delineation of all Direct Program Expenditures, Administrative Expenditures and Overhead costs; 5) A listing of the amounts of all other county and other government and private funding streams; 6) A detailed program narrative that describes measurable outcomes; and 7) Reporting matrixes required for quarterly reporting. Contract providers are required to submit quarterly reports which document the number of families served, service units of service delivered and the amount of time spent in various methods of services provision. Quarterly reports are analyzed within the division by category (such as Preventive Services, Foster Care, Domestic Violence, Visitation) for utilization trends. A Contract Monitor, Contract liaisons and a Contract Compliance Team monitor services, reporting requirements and providers' fiscal records to ensure accurate record keeping and service delivery.

On-site audits are conducted by ECDSS staff. Program audits include a review of selected case records, agency policies and procedures, and interviews with selected casework and administrative staff. Financial records are reviewed as well. Random audits of other programs are scheduled for quality assurance purposes. Finally, untoward events, such as a fatality, or a formal complaint filed by agency staff or clients, or fiscal concerns may trigger an agency audit. Corrective Action or Recovery of funds ensues depending upon the nature of any material findings. All programs funded by the ECYB are monitored annually to ensure youth are receiving the highest level of quality programming available. These unannounced onsite monitoring visits are completed by the Program Planning Coordinator, the Director of the ECYB, and members of the Youth Board. Basic field monitoring is a periodic, brief and structured field visit (announced or unannounced) whose purpose is to review ongoing operations and the status of activities at intervals over the course of the contract period. This type of monitoring allows the monitor to become familiar with the operations, make casual observations and generally verify that everything is in order. During the onsite visit, the Program Planning Coordinator observes the program by observing the activities being performed by the program participants, reviewing the schedule submitted with the contract, speaking with youth participants, reviewing documents related to monitoring, and gaining other information pertinent to the compliance of the contract. The visit may be an opportunity for the monitor to offer encouragement, identify or resolve minor problems, provide technical assistance, meet with staff, clients, or community members. The Erie County Youth Board is

updated on all agencies monitoring at their monthly meetings. Each program funded by the Erie County Youth Bureau is monitored at least once during the contract period. Agencies that are found to not be meeting all of their program description components are given a corrective action plan and are monitored more than once, until compliance is achieved. In addition to the onsite monitoring, a Performance Accountability process for each Erie County funded agency is closely monitored. Agencies are trained in "Performance Accountability" to measure the work they do quantitatively to provide programmatic outcomes/data. The Erie County Youth Bureau is concerned about the well-being of the youth population in Erie County, and how funded programs and agencies are serving them. Performance Accountability looks at how well a program or agency is working on three levels: 1) How much did we do? 2) How well did we do it? 3) Is anyone better off? = Program/Agency Outcomes. These performance measures are based on the NYS OCFS Youth Development Touchstones and are each tied to individual and specific service types which fall within the Touchstones frame work. The Youth Bureau is regularly assessing its ability to collect relevant information and data around program outcomes and quality. New performance measures and reporting requirements are introduced as necessary and appropriate. ECDSS has a "Contract Compliance" unit under the Division of Legal Affairs. This division works with the Program Areas to coordinate contracts for purchased services. Some program areas (such as Child Welfare) have a Contract Monitor who collects data from Purchase of Service agencies, generating reports to Administration. The Program Support Unit is responsible for drafting RFPs and establishing outcome measures for purchased services, with assistance from Program staff. The Program Support Unit also collects quarterly reports and data from the Non-Residential Domestic Violence service providers and generates reports to Senior Staff to assist with planning initiatives.

7. Describe any existing situations where child protective services information is shared with service providers or coordinators of services and the agreements whereby such disclosure of Child Protective Services information is allowed. Disclosure of Child Protective Services information with providers or coordinators of services is unlawful unless the county documents herein any such existing agreements (SSL 422(4)(A)(o)).

Erie County Department of Social Services does not disclose child protective information with service providers or coordinators of services except as described in SSL 422(4). Agencies that contract with Erie County to provide preventive, foster care or adoptive services are provided the information that is necessary to develop a service plan, provide care and supervision of a child named in a State Central Registry report as outlined in SSL, NYCRR, and the Child Protective Manual.

### **Relationship Between County Outcomes and Title IV-B Federal Goals**

Each district seeks to improve outcomes that support the achievement of the Federal Safety, Permanency and Well-Being goals. The outcomes, identified in the New York State Child Welfare Practice Model, are listed below and the strategies to reach these outcomes are located throughout this county's Child and Family Services Plan.

- Through effective intervention, parent, caregivers, and families improve their ability to develop and maintain a safe, stable environment for themselves and their children.
- Children are safely maintained in their own home, families and communities with connections, culture and relationships preserved.
- When it is necessary to place children in out-of-home care, it is a safe, short and stable experience concluding with permanent attachments to caring adults.
- Parents and caregivers have the capacity to provide for their children's needs. Children are cared for in safe, permanent, and nurturing environments that meet their needs and develop their physical, cognitive, behavioral/emotional and social functioning. As youth transition to adulthood, they benefit from services that promote health development, academic success and/or self-sustainability and safe living conditions.
- Organizations are diverse, flexible, professionally and culturally competent and use child-centered, family-focused practice, and demonstrate partnership at all levels.

# Safety / Prevention

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## Safety / Prevention Plan Update

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1. What is your wave 7 recurrence rate?

17.9%

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How is your rate trending over waves 5, 6, and 7?

Upward, however not statistically significant. After dropping 2% between waves 5 & 6, Erie increased by .3% in wave 7.

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2. What strategy did you implement as a part of your 2020 Plan Update?

A more centralized intake procedure was developed and implemented with community stakeholder input along with our system of care partners in 2020. In addition, the processes internally were investigated to ensure decisions are being made critically and consistently for families. EC will RFP to increase capacity of several critical preventive service programs in the upcoming 2022 fiscal year. Decision trees and guidance to caseworkers and supervisors will be developed to enhance knowledge of the menu of services, capacity of programs, and the right fit for families. The ongoing process of reflecting on our services and how they meet the needs of the community has continued to make an impact to the work we do around recurrence. With the increased capacity agencies were also asked to include an evidence based intervention as part of their scope of service. Although all are not supported by the NYS OCFS preventive services plan this will continue to make an impact on recurrence and family success. Our community partnerships have developed over the last several years which has also continued to make an impact. We have ongoing communication with schools, community providers, and various other stakeholders to ensure that we are all meeting the needs of our community. We review various reports that provide information relating to recurrence. Including but not limited to, preventive service dashboards and quarterly reports and data reports developed through our idea department.

3. On the 2020 Plan Update you identified one business process or practice that you believed would change as a result of your strategy. What business process or practice did you identify?

Not giving enough detail at intake to the contract agency. The streamlined intake process will provide prompts to ensure that the information is comprehensive and goal oriented.

4. What impact did your strategy have on this business process or practice?

Initial FASP's and subsequent SPR are more family driven and comprehensive.

5. What evidence (e.g., data, tracking) did you use to make this determination?

Utilization of our preventive service and HFW dashboards to determine LOS and recurrence.

6. Will you continue to implement this strategy as designed?

☒ Yes

☐ No

7. If not, please describe the changes and/or additions:

8. What OCFS Safety Theme is your strategy most aligned with?

*This may be the same theme you identified in last year's Plan Update, or a different theme based on a revised strategy.*

Streamline the process of transferring cases from CPS to Preventive services

## Planning Team and Technical Assistance

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Is your planning team still meeting? If yes, how frequently and what stakeholders attend?

Yes, at least monthly and more often if needed. Various providers attend the meetings

Describe technical assistance or training, if any, requested by the district to implement this plan. Please be as specific as possible.

Continued offerings of Connections training, including FASP training, navigation, training around continued documentation of progress notes around safety and risk, candidacy clarification for ongoing case documentation. Family Engagement best practices and strategies need to be trained and coached throughout the workforce both internally and with contract providers. Development of critical thinking in contract providers around ongoing assessment of safety and risk. Training around the engagement of fathers and identification of other family members and support for families. Support around best practices in holding family meetings, rapid meetings trainings and coaching assistance. Training and assistance around data cleanup and consolidation. Training and technical assistance around cultural sensitivity, implicit bias, inclusion, SOGIE/LGBTQ, and best practice with refugee and other diverse populations. Training around early exploration of resources for families, family supports, engagement of fathers, communication skills with difficult populations etc. Technical assistance is needed in monitoring progress and implementing quality assurance for county plan and consolidated PIP items. In addition, technical assistance/monitoring and coaching are the most helpful ways to ensure that the knowledge from trainings is being transferred to the workforce.

# Permanency / Prevention

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## Permanency / Prevention Plan Update

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1. Permanency Indicator chosen in the 2018–2023 Plan:

- ☐ Permanency Indicator 1
- ☐ Permanency Indicator 2
- ☐ Permanency Indicator 3
- ☒ Permanency Indicator 4

2. What is your wave 7 permanency rate?

44.0%

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How is your rate trending over waves 5, 6, and 7?

Upward, permanency rates continue to fluctuate as we continue to adjust practices to align with new and upcoming federal legislation.

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3. What strategy did you implement as a part of your 2020 Plan Update?

- Continue to develop and enhance our Kinship placements and services provided to kinship providers.
- Adopt an evidence based model to deliver preventive services.
- Rapid Permanency Reviews & Permanency round Tables
- Family Group Conferencing
- Cluster trainings and increased external trainings
- Exploration of a family support team to increase success in kinship placements
- Review team to review congregate placements and discharge planning

4. On the 2020 Plan Update you identified one business process or practice that you believed would change as a result of your strategy. What business process or practice did you identify?

We had not identified one business process or practice as it is EC belief that it is the collective impact of various strategies and business practices that will have the most profound impact on the permanency outcomes for children. Our development of a FUST, Family Unification & Support Team probably required the most focus and implementation work for 2021. This team focuses on upfront supports to either keep families intact or to identify kinship/kinlike caregivers for children if the parents are not able to care for them. Their intense supports and expertise in kinship will be critical as we continue to increase our kinship supports and placements.

5. What impact did your strategy have on this business process or practice?

The FUST involvement in family decision making has increased the use of Family Finding and

Family Group Conferences. It also has retrained staff to think through family supports prior to pre-placement meetings and other interventions.

6. What evidence (e.g., data, tracking) did you use to make this determination?

All of the strategies have made a positive impact in one way or another, it isn't one strategy that worked over another it is a collective effort based on various strategies and stakeholders. We have increased our kinship placements a great deal and continue to explore more supports for those placements. We utilize cognos reports as well as reports from our idea department to track effectiveness.

7. Will you continue to implement this strategy as designed?

☒ Yes

☐ No

8. If not, please describe the changes and/or additions:

9. What Permanency Theme is your strategy most aligned with?

*This may be the same theme you identified in last year's Plan Update, or a different theme based on a revised strategy.*

Improve Foster Care Discharge Planning when discharge is imminent

## Planning Team and Technical Assistance

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Is your planning team still meeting? If yes, how frequently and what stakeholders attend?

Describe technical assistance or training, if any, requested by the district to implement this plan. Please be as specific as possible.

# Permanency / Family First

## Prevention Services

The Preventive Services data, published by OCFS is needed to complete the data questions, below. This "2019 Bright Spots: Preventive Chapter" data is accessible at:  
<https://ocfs.ny.gov/reports/sppd/2019-Bright-Spots-Preventive-Chapter.pdf>

### Preventive Services Authorizations

What proportion of the county's children are authorized to receive preventive services?

1. What is the 2018 and 2019 Rate of Preventive Services Authorizations per 1,000 children in Erie County? (p. 6-7 of Preventive Chapter data packet)

	2018 Rate of Preventive Services Authorizations	2019 Rate of Preventive Services Authorizations
<b>LDSS</b>	6.84	5.38
<b>New York State</b>	11.53	10.78
<b>Rest of State</b>	8.54	8.2

2. Is your Rate of Authorizations higher or lower than ROS?

- ☐ Higher  
☒ Lower

3. Did your District's preventive services authorizations increase or decrease between 2018 and 2019?

- ☐ Increase  
☒ Decrease

### Preventive Services Impact:

1. What percent of children with a preventive services authorization entered foster care within 365 days of authorization? (p. 16 of Preventive Chapter data packet)

	# of 2018 Preventive Services Authorizations	# of Children who Entered FC within 365 days of Preventive Services Authorizations	% of Children who Entered FC within 365 days
<b>LDSS</b>	2954	204	6.9%
<b>New York State</b>	28,171	2,674	5.5%
<b>Rest of State</b>	20,234	1,784	8.8%

2. How does your District compare to the ROS rate? Is your percentage higher or lower?

- ☐ Higher
- ☒ Lower

## Underlying Factors: Why is your percent higher/lower than ROS?

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In my county, the percent of children who entered foster care within 365 days of Authorized Preventive Services is rate is **Lower** than Rest of State, and we believe this is because:

- We have increased our use of high fidelity wrap (CARES, EvBI model)
- We have increased our communication and partnership with agencies providing preventive services
- We have developed a preventive services dashboard that more closely monitors the success of various agencies and programs
- We have adopted an adaptive leadership approach to our internal and external communications (NCWWI Grant)
- We have analyzed and provided supports to CPS and Services staff to ensure smoother transition
- Development of a Family Unification Support Team (FUST)

There are often several underlying factors. To determine potential underlying factors, consider the following questions:

### **Business Process Related:**

- What is the "warm hand-off" process from CPS to Preventive Services?
- Is the documented process followed? If no, why; what are the barriers?

### **Service Planning:**

- Do case planning activities involve all relevant family members, including both parents/caregivers, when applicable?
- Is the FASP individualized to family member's strengths, needs and risks; is it updated with new and emerging information, and regularly reviewed with case planner/supervisor?

### **Service Availability:**

- Do available services align with the needs of the children, youth, and families in authorized preventive services? What are the predominant service needs for families? Which agencies align with those needs?
- Are there waiting lists for certain services? If so, how long is the typical wait?
- Are services accessible and provide hours when working parents/caregivers are available?

### **Service Effectiveness:**

- When children, youth, and families access services, what is their level of engagement in those services? (This may be evidenced by the number/percent who leave before the completion of services.)
- What number/percent of families achieve their individualized plan goals?
- If so, which service and/or service providers are more effective?
- What metrics does the LDSS use to monitor service delivery/evaluation effectiveness of services provided?

Please list the primary factors (practice, process, policy) that potentially impact the effectiveness of preventive services to: a) Avert an impairment or disruption of a family which will or could result in the placement of a child in foster care or b) Reduce the likelihood that a child who has been discharged from foster care would return to such care. c) reduce the likelihood that a child who has been discharged from foster care would return to such care. (New York State Social Services Law (SSL §409))

Potential underlying factors (barriers) that we believe negatively impact the effectiveness of Preventive Services:

1. Implicit Bias by providers
2. COVID - families fear about allowing someone in their home and other community resources moving to telehealth
3. Difficulty Hiring qualified staff in both contract agencies and local dss

Potential underlying factors (bright spots) that we believe support the effectiveness of Prevention Services:

1. NCWWI supports, action teams, change projects etc. impact on workforce
2. Development of Preventive dashboards that give information regarding outcomes
3. Array of services and creative planning for families and individuals

## Strategies and Measures

Strategy for Increasing Effectiveness of Prevention Services	What underlying factor(s) is this strategy intended to impact?	What do you expect will improve as a result of the successful implementation of this strategy?	How will you know your strategy had an impact?	What will you track or document to evaluate your strategy's impact?
<b>Racial Equity Child Welfare trainings, supports and conversations</b>	Implicit Bias	More awareness of decision making and impact to minority populations. More trauma informed decision making.	Continued improvement in preventive service metrics and more proportionate representation in the child welfare system.	Our Preventive Services dashboard

# Congregate Care: 2020 Strategy Progress

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OCFS' congregate care foster care target: By 9/30/21, no more than 12% of youth in foster care will be placed in congregate care settings (agency-operated group homes, group homes, group residence, or residential treatment centers).

## Track Progress

What was the Congregate Care Target set by Erie County in your 2020 County Plan?

16%

What is the current Congregate Care Rate for Erie County?

16.6%

*(OCFS provides quarterly updates that reflect placement type for each LDSS)*

## Implement Strategies

What strategies did you plan to implement in your 2020 County Plan for meeting your Congregate Care Target?

*The strategies can be copied directly from the previous year's plan.*

We are in the process of hiring a Director of Permanency and Clinical Services who will develop policies and business practices that will review the placements of any youth in higher levels of care. In addition, the Director will conduct PRT's on all PINS youth in congregate care and on targeted populations with longer LOS in congregate care.

PRT's

RPR's

Policies and business practices with firewalls and checks and balances

Did you do what you planned?

*Were you able to implement your strategy as designed, or did you change your implementation? If you changed it, or tried something completely different, please explain.*

No, due to COVID there was an initial hiring freeze and a significant slow down in Family Court which both created barriers to implementation. We were able to recently start the PRT process and have continued with the RPR process. In addition, we have implemented some fire wall practices to prevent congregate care placements. We are now in the process of looking to hire this position once again and are working on a new duty description prior to posting.

Over all, although the percentage of the foster care population in congregate reduced despite our barriers in implementing the strategies, the number of youth in foster care and congregate care have been reduced significantly. We believe this is due to our efforts on preventive services and kinship supports for families. Our most high need children have continued to need congregate care and efforts going forward will be on front end services to maintain them in a lower level of care and expedited discharge planning when they enter this level of care.

## Measure Impact

What did you anticipate would happen as a direct result of implementing your strategy as planned?

*Although decreasing the congregate care utilization is the ultimate end outcome, we are looking for the change that will happen as a result of the implementation of your strategy. For example, if your strategy is to change your business process related to placing children in congregate care, the **intermediate outcome** would be more children will be placed in other placement types. This would eventually result in a lower congregate care placement rate.*

We will be process mapping and developing a new process, review, and monitoring of congregate care. This will hopefully result in more children remaining successfully in lower levels of care with necessary supports and in turn reduce congregate placement.

Did the strategy have the anticipated impact?

*Yes or no, please describe.*

No, because we were unable to implement the strategies due to COVID impacts and slow downs of permanency decisions.

## Congregate Care: Adjust/Refine Strategies, if Necessary

Strategy for Meeting Congregate Care Target	What underlying factor(s) is this strategy intended to impact?	What do you expect will improve as a result of the successful implementation of this strategy?	How will you know your strategy had an impact on the intermediate outcome(s)?	What will you track or document to evaluate your strategy's impact?
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## Kinship Foster Care: 2020 Strategy Progress

OCFS' kinship foster care target: By 9/30/21, at least 50% of youth in foster care will be placed in kinship foster homes.

### Track Progress

What was the Kinship Foster Care Target established in your 2020 County Plan?

25%

*(OCFS provides quarterly updates that reflect placement type for each LDSS)*

### Implement Strategies

What strategy did you plan to implement in your 2020 County Plan for meeting your Kinship Target?

*The strategies can be copied directly from the previous year's plan.*

Development of a Family Unification Support Team (FUST) whose role it is to assist CW and Supervisors with providing intensive support to either keep a family intact during crisis or to support a kinship provider for the first 30 days of placement and ensure a smooth transition.

Did you do what you planned?

*Were you able to implement your strategy as designed, or did you change your implementation? If you changed it, or tried something completely different, please explain.*

Yes

## Measure Impact

What did you anticipate would happen as a direct result of implementing your strategy as planned?

*Although increasing the kinship rate is the ultimate end outcome, we are looking for the change that will happen as a result of the implementation of your strategy. For example, if your strategy is to change your business process related to placing children in kinship care, the **intermediate outcome** may be the identification of more kinship resources. This would eventually result in a higher kinship care placement rate.*

We have been able to identify and provide more support to kinship placements as well as provide them with more comprehensive education and support about their permanency options.

Did the strategy have the anticipated impact?

*Yes or no, please describe.*

We believe it has considering that our kinship percentage has increased from 31%-37.6% in one year. We are still working on developing other measurement tools and follow up data as the strategy is still new.

## Kinship Foster Care: Adjust/Refine Strategies, if Necessary

Strategy for Meeting Kinship Care Target	What underlying factor(s) is this strategy intended to impact?	What do you expect will improve as a result of the successful implementation of this strategy?	How will you know your strategy had an impact on the intermediate outcome(s)?	What will you track or document to evaluate your strategy's impact?
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## Technical Assistance

Describe technical assistance or training, if any, requested by the district to implement this plan. Please be as specific as possible.

ECDSS needs ongoing technical assistance around efficient utilization of the data and communication with casework staff of how to implement strategies to improve outcomes. Trainings that ECDSS and contract providers would like offered on an ongoing basis include but are not limited to, father engagement, KinGap, cultural competency, implicit bias, SOGIE/LGBTQ, inclusive practice, mobility mapping, concurrent planning, family and community engagement, permanency options for older youth, caseworker roles in RPR, when to call for a PRT, Family Group Conferencing (include Rapid Meetings protocols), transition planning (additional info on beginning this earlier than regulatory Erie County: Permanency / Prevention Page 3 requirements), working with Kin, comprehensive case management, trainings that enhance case management skills, safety/risk/ongoing assessments,

developmental milestones, trauma impact on families, domestic violence indicators and impact, poverty impacts, navigating school systems, critical decision making, crucial conversations, building supervisory capacity, developing service plans with reasonable goals, legal aspects and procedures, ADM/INF/LCM practice impact trainings etc. In addition to trainings, ECDSS staff and contract agencies would benefit from follow up coaching. Ways to check in on how the skills trained are being implemented or barriers to using the skills etc.

# Foster/Adoptive Parent Recruitment and Retention Plan, 18 Month Update

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This template is designed to guide:

1. A review of the progress your organization has made during the first 18 months of your current Recruitment and Retention Plan, and
2. The development of strategies that will be implemented or continued to support the achievement of your kinship and non-kinship foster and foster/adoptive home recruitment and retention goals.

Throughout the development of this section of the County Plan, we encourage you to analyze the implementation and effectiveness of the strategies that were included in the three-year plan, and determine which strategies should be continued, as well as which ones can be laid aside in lieu of a different strategy. If your county or agency's recruitment needs or priorities have changed since preparing your original plan, please show any revised strategies and/or targets in this update.

While preparing this update, consider whether your county or agency's available foster homes align with the needs and demographics of the children entering foster care (particularly age, race and ethnicity, and placement of siblings together). A sufficient number of available foster homes for older youth and those who may transition from congregate care will support a successful implementation of the Family First Preventive Services Act.

Revitalizing recruitment and retention of kinship, foster, and adoptive parents can be found at <https://ocfs.ny.gov/programs/fostercare/recruitment/strategies.html>.

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In the forms below, please enter information for kinship and non-kinship foster homes, including the targets from your original your Recruitment and Retention Plan, the status of the implementation to date, updated strategies you plan to implement in the remaining 18 months of the Recruitment and Retention Plan, and how you will measure the impact/effectiveness of those strategies.

Please be sure to include strategies that address both recruitment and retention of foster and foster adoptive homes.

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## Kinship Foster Homes Recruitment and Retention

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A kinship foster home is any foster home where the foster parents have a kinship relationship with the foster children. The home may be a certified foster home, a foster/adoptive home, or an approved relative foster home.

Kinship Foster Care Target	Target % to be Achieved in 18 Months	Current Performance	Target % to be Achieved in 3 Years
NYS target: At least 50% of children in foster care will be placed in kinship foster care.	25 %	38.4 %	50 %

Discuss your strategies from your most recent recruitment and retention plan to recruit and retain *kinship* foster homes.

- Erie County has established a specialized unit to support and inform kinship providers in the first thirty days of initial placement. The Family Unification and Support Team is able to assist kin caregivers by applying for child only grants, coordinating enrollment in school and services, informing the kin caregiver of available permanency options, and other services and supports meant to make this move the only move the child entering care has to experience.
- Erie County has established a partnership with Family Help Center to assist in managing the Family First Transition Fund. These funds are to be used as financial support to kin caregivers in need of items or services to help make the kin placement possible and long-term if needed.
- Erie County continues its' efforts in locating birth fathers. By using Family Group Conferencing and Family Finding staff have been able to identify and engage kin of the birth family. In supporting birth fathers Erie County has contracted with Buffalo Prenatal Perinatal Network, Inc. to provide Father Engagement Initiative training. The program is meant to instruct and inform birth fathers of their rights as a parent, how best to engage with their children and the mother of the children, and other aspects meant to provide a pathway for reunification or identification of kin resources.
- Erie County is in the process of filling a position of Permanency Specialist. The position requires that the appointee be familiar with all Family First legislation and develop and implement ways to reach the goals of Family First. The Permanency Specialist will work closely with Erie County staff to either find safe ways to keep children from entering care and remaining with their birth parents or locate kin to act as permanency resources.

Discuss your approach to identifying and engaging potential kinship permanency resources, and if those strategies positively impacted achieving your target.

- Erie's Family Unification and Support Team has been instrumental in assisting Child Protective Services engage possible kin resources. The Team uses Family Finding and Family Group Conferencing as tools to assist in locating potential kin caregivers if one has not yet been identified by CPS. The Team will work with a kin resource for the first thirty days of placement in order to support the kin resource by assisting with common tasks such as setting up medical, school, counseling, etc. The Team has had a positive impact on achieving Erie's goal of 50% of children entering care are placed with kin.

Erie plans to continue with our current Kinship Foster Home strategies

Will you continue with your current Kinship Foster Homes strategies?

☒ Yes

☐ No

If not, what changes or enhancements will you make in your strategies to reach your three-year goal?

# Non-Kin Foster Homes Recruitment and Retention

Enter your Non-Kin Foster Home needs, current performance, and targets from your original Recruitment and Retention Plan.

Summary of Needed Foster Homes	Target # or % to be Achieved in 18 Months	Current Performance	Target # or % to be Achieved in 3 Years
<b>Other Needed Foster Homes</b>			
<b>Description of Needed Foster Homes:</b> <ul style="list-style-type: none"> <li>• More diverse homes in regards to gender identification, race, ethnic and cultural background;</li> <li>• Therapeutic foster homes to be used as step-downs for children/youth discharged from congregate care;</li> <li>• Therapeutic or exceptional homes for placement of children and youth who do not qualify for placement in a QRTP;</li> <li>• Foster home for older youth as entering a SILP program now begins at 18;</li> <li>• Emergency placement foster homes for when an immediate placement cannot be found;</li> </ul>	5 of each of the aforementioned home types	42%	32%

Discuss your strategies from your most recent recruitment and retention plan to recruit and retain *non-kinship* foster homes.

## **Discuss your strategies from your most recent recruitment and retention plan to recruit and retain non-kinship foster homes:**

- During new foster parent orientation or inquiry, the topic of caring for older youth will be introduced. The information will be presented in a strength-based manner so that the considering foster parent understands the support and accomplishment of assisting a youth in care;
- Erie's Homefinding Unit is working constructively to identify and develop emergency foster homes for when an immediate placement cannot be found. The expected stay will be short-term as longer stays will have an impact on the child in care;
- Erie will present their recruitment efforts at community gatherings especially in zip codes that shown a higher need for foster homes. Erie's goal is to maintain each child in care within their existing community or as close as possible;
- Begin to identify and train foster homes able to place a child that has exceptional needs. This will involve engaging interested foster parents in on-line and in-person trainings meant to give them the tools necessary to care for children with elevated behaviors.

Discuss your approach to identifying and engaging potential non-kinship permanency resources, and if those strategies positively impacted achieving your target.

**Discuss your approach to identifying and engaging potential non-kinship permanency resources, and if those strategies positively impacted achieving your target:**

- A survey will be sent to current Erie foster homes asking for input on what perceived barriers may exist for accepting a youth into their home and what supports they would need to accept the placement;
- Erie has partnered with Gay Lesbian Youth Services as a way to better understand the role gender plays in each person's life and how best we as a society can support each other's choices;
- During orientation or answering an inquiry the topic of caring for older youth is introduced so that potential foster parents understand the need and the potential benefits of caring for older youth;
- Attending community events where the topic of foster care can be presented. This outreach has the benefit of educating communities of the need to care for children and youth from their community and also provides the catalyst for a community conversation on how to support community families before Erie involvement is necessary.

Will you continue with your current Non-Kinship Foster Homes strategies?

- ☒ Yes
- ☐ No

If not, what changes or enhancements will you make in your strategies to reach your three-year goal?

## Community Partnerships

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Recruitment and retention of kinship, foster, and adoptive parents should be a community effort. Developing a steering committee or collaborative group is strongly suggested. Community partners can include faith-based groups, youth, foster/adoptive parents, LGBTQ service providers, not-for profit organizations, and civic organizations, etc.

Please review your original Recruitment and Retention plan that describes how you have engaged, or plan to engage, your community partners in your recruitment efforts, and what new partners will you seek to engage.

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Describe the progress made in the past 18 months in enhancing community partnerships:

- Outreach to community agencies including faith-based organizations will be essential in developing a community understanding of the need for kin foster homes, non-kin foster homes, and permanent resources;
- Erie is partnering with Gay Lesbian Youth Services of WNY, Inc. to better educate staff and other stakeholders of the needs of this population and so that more meaningful conversations can be had and have each person understood;
- Erie staff remain committed to coalitions such as Planning for Older Youth and the Homeless Alliance of WNY so that the needs of children and youth entering care are foremost in the minds of the participants;
- Due to the on-going pandemic Erie has not been able to plan quarterly foster parent support meetings. The current plan is to use virtual meetings and mailed information.

# Technical Assistance

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Describe any technical assistance needed:

- Support from OCFS or other resources as, Erie County Homefinding plans to construct a web site that can be utilized by potential and active foster parents. The site would include training information, certification material and information, as well as other information meant to support and educate.
- Comprehensive recruitment program for more skilled foster parents for complex youth and children
- Comprehensive training and coaching for kin and foster parents for meeting the needs of youth and children in the community
- Training and coaching for home finders, foster & kinship parents for working and engagement of birth parents
- Cross systems planning for transitioning youth from congregate care to community with schools and other service providers to ensure a smooth transition

# Youth and Young Adult

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## Youth and Young Adult Plan Update

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OCFS encourages county teams to review last year's Youth and Young Adult section through a positive youth development lens. Please use the [Touchstone Goals](#) below when reviewing or creating new strategies for the coming year. OCFS seeks to promote positive youth development through quality, multifaceted programming that helps youths learn, thrive, and develop to their fullest potential.

### Youth and Young Adult Indicators chosen in the 2018–2023 Plan:

- ☐ **Healthy Development:** Teen Pregnancy Rate
  - ☐ **Healthy Development:** Dependence or Abuse of Illicit Drugs or Alcohol (Ages 12+)
  - ☐ **Healthy Development:** Needing But Not Receiving Treatment for Alcohol Use (Ages 12+)
  - ☐ **Healthy Development:** Serious Mental Illness (Ages 18+)
  - ☐ **Healthy Development:** Serious Thoughts of Suicide (Ages 18+)
  - ☐ **Healthy Development:** Major Depressive Episodes (Ages 18+)
  - ☐ **Healthy Development:** Other
  - ☐ **Academic Success:** Graduation Rate
  - ☐ **Academic Success:** Other
  - ☐ **Self-Sustainability:** Youth Aged 18–24 Who Have Public Health Insurance
  - ☐ **Self-Sustainability:** Households Headed By a Person <25 Years Old Which Are In Poverty
  - ☐ **Self-Sustainability:** Other
  - ☐ **Safe Living Conditions** *(Counties who choose this indicator must inform with locally collected data as needed)*
  - ☒ **Other** *(Counties who choose this indicator must inform with locally collected data as needed)*
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### Touchstones

The Commissioners and Directors of New York State's health, education, and human services agencies recognized that a new model characterized by prevention, early intervention and family/youth involvement was necessary to improve outcomes in the areas for which they had responsibility.

The agencies embarked on an effort to develop a common set of measurable goals and objectives that lead to improved outcomes for children and families. From these actions, the Council on Children and Families and its 12 member agencies developed the New York State Touchstones. These touchstones are a common set of goals and objectives that cut across all service systems. They allow individuals and organizations with diverse missions to work together to improve conditions for children and families.

The Touchstones framework is organized by six major life areas:

- Economic Security

- Physical and Emotional Health
- Education
- Citizenship
- Family
- Community

Each life area has a set of goals and objectives representing expectations about the future and a set of indicators reflecting the status of children and families. These goals and objectives are integrally related to each other and call for comprehensive strategies to address any aspect of children and family well-being. [Read more information on Touchstones](#)

## Positive Youth Development

Positive youth development is an intentional, pro-social approach that constructively engages youth within their communities, schools, organizations, peer groups, and families; recognizes, utilizes, and enhances young people's strengths; and promotes positive outcomes for young people by providing opportunities, fostering positive relationships, and furnishing the support needed to build on their leadership strengths.

Quality youth development programs should include the following features:

- Physical and psychological safety
- Appropriate structure that provides clear limit-setting, rules and expectations
- Supportive relationships
- Opportunities to belong: meaningful inclusion regardless of gender, ethnicity, sexual orientation, or disability
- Positive social norms
- Support for efficacy (ability to produce effects) and mattering (be of importance) by engaging, empowering, and challenging youth to make a difference
- Opportunities for skill-building
- Integration of family, school, and community efforts

Your county's strategies should cut across all disciplines that help children grow from early childhood, through adolescence, and into adulthood to become competent and healthy adults who have developed to their fullest potential.

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1. What strategy or strategies did your county plan to implement in your 2020 Annual Update—Youth and Young Adults County Plan section?

The strategies can be copied directly from the previous year's plan.

Ensure prevention and diversion services have adequate capacity and are designed to meet the specific individual needs of existing and emerging populations of PINS and JD youth.

2. Did your county fully implement the strategies as planned?

Were you able to implement your strategy as designed, or did you change the way you implemented it? If you changed it, or tried something completely different, please explain.

More than a full year spent collaboratively planning within the juvenile justice system and stakeholders on how to provide adequate services to all youth including older Raise the Age JD, AO and PINS Youth. This included assessment and resource mapping and having discussions with providers regarding current services and those which could be developed. This process informed decision making as it pertained to creating requests for proposals and selecting service provider to provide intervention and diversion services.

3. Are there any new or emerging issues that impacted your plan? If yes, please describe the issues and the changes.

The inclusion of 17 year old youth in the second year of RTA implementation and the changes in the ability to seek state reimbursement for PINS placements are continuing issues for the current year. These issues continue to be addressed through positive strategies included in this plan.

4. What did your county anticipate would happen as a direct result of implementing your strategy as it was designed?

The county anticipates that older youth entering the juvenile justice system will be referred to services which meet the specific needs they have as young people soon to be entering adulthood and divert them from further system penetration. These include programs tailored to the needs of older youth including alternative education, job and vocational training, independent living skills etc.

5. Did the strategy have the anticipated impact? If so, what was the impact?

Use data you have available as evidence that your strategy did or did not have the desired impact on the intermediate outcome.

The programs described in previous years plans are being implemented currently. Impact will be measured and considered as the services begin to accept referrals and provide intervention.

6. What strategy or strategies does your county plan to implement in the coming year to impact outcomes?

When reviewing your strategies from year one, please consider the following questions to work towards growth: What worked well? How could you modify your strategies to ensure improvements? Please describe any changes and why the changes have occurred. Include any new activities and the evidence you plan to provide to demonstrate the strategy's effectiveness.

The counties strategies will be twofold. The first strategy will be to continue to monitor and evaluate the STSJP RTA programs currently under way. The second will be to monitor and evaluate DSS RTA services.

## Planning Team and Technical Assistance

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Describe the district's planning team and how they assisted in the identification of underlying factors and the development of strategies.

The district planning team includes all relevant members of the juvenile justice system in Erie County including the individuals and representatives of the Erie County Juvenile Justice Collaborative as well as numerous stakeholders and relevant organizations. Planning around these issues is ongoing and happens within the formal structure of this collaborative including work groups and committees. Underlying factors and strategies to address them have been discussed and developed throughout

2018-2019 to plan for the current year, identify priorities and prepare for continued and complete Raise the Age implementation.

Describe technical assistance or training, if any, requested by the district to implement this plan. Please be as specific as possible.

OCFS and DCJS hoke office and regional staff are always very responsive and helpful. We will not hesitate with requests for technical assistance as necessary.

# Runaway and Homeless Youth Services

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## Person Submitting Report

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*This is the person OCFS will reach out to with questions or feedback.*

Name:

Kate Hilliman

Title:

Senior Director

Agency:

Erie County Youth Bureau

Email Address:

katherine.hilliman@erie.gov

Phone:

716-923-4051

## Services & Needs

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1. Using available data, describe the local RHY population in your county. This includes **all** runaway and unaccompanied homeless youth, not only those accessing services at a RHY program.

*Include information for youth until they turn 21; counties that will allow RHY services to be provided to homeless young adults should include information for young people until they turn 25. Data sources to consider are listed in the [guidance document](#).*

Include, at minimum, the following characteristics:

i. Age

The majority of youth currently seeking homeless and runaway services in Erie County are between 15-17 years of age. This is demonstrated by demographic data captured in the most recently available program annual reports of certified programs in the county.

ii. Gender identity / expression

National data demonstrates that youth with gender identity or expression that differs from that assigned at birth are disproportionately represented in the homeless and runaway youth system. Research also shows that many youth do not report SOGIE information while accessing services. Very few, less than ten, youth receiving services self-disclosed SOGIE information in the previous year.

iii. Sexual orientation

National data demonstrates that LGBTQ youth are disproportionately represented in the homeless and runaway youth system. Research also shows that many youth do not report SOGIE information

while accessing services. Approximately 80 youth receiving services self-disclosed identifying as LGBTQ in the past year.

iv. Race / ethnicity

The majority of youth receiving homeless and runaway youth services in Erie County are African American and Caucasian and are split fairly equally.

v. Child welfare involvement or history

Analysis of recent years data has revealed that youth with previous child welfare involvement are disproportionately represented in the RHY system or at risk of homelessness as a young adult.

vi. Place of origin (where is "home" as defined by the youth?)

Youth accessing services report a variety of settings as home. The majority of youth who access services return to the home of origin most often with a parent or legal guardian. Many youth report housing instability and/or "couch surfing" and do not identify as homeless or runaway despite not having safe, stable housing.

vii. Estimated number of runaway youth vs homeless youth in the county

This is difficult to quantify at this time. Generally, youth who access RHY services do so as a result of significant family conflict which may result in the youth either being asked to leave the home or running away. There seem to be few unaccompanied "homeless youth" under the age of 18. The majority of homeless or runaway youth are either accessing services or are "couch-surfing" which makes that vulnerable and at-risk of harm or exploitation. Based on McKinney-Vento data from local school districts, qualitative data from probation departments and law enforcement as well as service providers it is estimated there are approximately 1500-2000 youth who would be classified as runaway or who have been asked to leave their home of origin. There are unaccompanied homeless youth 18-24 who access adult services and number approximately 30-40 to our best knowledge any given night.

2. List the *three most significant needs* of the local RHY population as defined in question #1. Describe how those needs were identified by the county as the most significant.

*A list of examples is included in the [guidance document](#)*

The local runaway and homeless youth population has a variety of needs. Young people experiencing homelessness and housing insecurity in Erie County often are experiencing disharmony and conflict in their home of origin. Homeless and runaway youth as well as, in some cases, their parents, experience mental health and substance abuse issues which can exacerbate family conflict. Assisting youth and their families in accessing family therapeutic interventions and mediation would help to address this need. Older youth require job skills, workforce training and independent living skills to successfully transition to adulthood. Support and safe spaces for LGBTQ youth is also a critical need for RHY population in Erie County. These needs were identified by a number of means including consultation with local CoC Homeless Alliance of Western New York Youth Action Board, discussion with PINS probation officers and other juvenile justice system representatives including Family Court Judges.

3. Describe the *resources* (services and funds) *designed specifically for the RHY population*.

*Do not copy and paste a resource list here.*

i. Describe the **non-residential** resources *designed for RHY*.

There are two non-residential programs designed *specifically* to serve RHY youth in Erie County. The Compass House Agency operates a non-residential resource center offering a variety of services to at-risk youth up to the age of 24. There is a desire to create after hours drop in center however there is no specific dedicated funding for this type of program at this time. Plymouth Crossroads is the second non-residential resource providing services to RHY youth in Erie County. Plymouth Crossroads provides referrals, skill-building programs, educational opportunities, counseling, and case management services to youth through age 21.

ii. Describe the crisis or transitional **residential** resources *designed specifically for RHY*. Include the total number of crisis and transitional beds available to RHY.

There are two certified RHY programs in Erie County, one emergency shelter for both genders, one transitional program for young men and one transitional program for young woman. Compass House, the emergency shelter, has 13 certified beds and operates a non-residential resource center which serves at risk youth up to the age of 24. Teaching and Restoring Youth, the transitional program for young women, has 10 certified beds.

iii. Describe any resources **operated by county agencies** *designed specifically for RHY* (health, mental health, substance abuse, courts, etc.).

There are no resources provided by other county agencies that are specifically designed for RHY at this time.

4. Describe *how* the resources listed in question #3 are coordinated. Include the following in your description:

i. Your plan to address service gaps in 2021.

There is currently an interagency collaborative work group looking to strengthen services for RHY population. Due to changes in policy regarding PINS youth this work group seeks to insure that services are available for runaway and homeless youth as well as human trafficking victims. Additionally, the local CoC has received a HUD Youth Homeless Demonstration Project grant in the amount of 3.6 million dollars for 2 years. The county is actively involved in the planning process which is ongoing.

ii. Any new services or expansion of services planned in 2021.

The local CoC has received a 3.7 million dollar Youth Homelessness Demonstration Project from HUD. An RFP will be released by CoC in April 2020 for new and/or expanded youth homeless services. There is currently an interagency collaborative work group looking to strengthen services for RHY population. Due to changes in policy regarding PINS youth this work group seeks to insure that services are available for runaway and homeless youth as well as human trafficking victims.

iii. Where is current information about RHY services made accessible to youth on a 24/7 basis? Include phone numbers, URLs, and other contact information as applicable.

Each of the three certified programs does significant outreach. Compass House Emergency Shelter has advertisements at the local bus station and has materials in a variety of youth serving agencies and social service organizations. Compass House has a 24 crisis hotline (716)886-0935 which serves as single point of access for coordinated entry for all RHY services. Compass House website is <https://www.compasshouse.org> or Youth Bureau. This question is not required of counties with a RHY Service Coordinator.

iv. Please list the steps taken when a youth presents as runaway or homeless. The steps can be

detailed below, or a step-by-step protocol can be uploaded in the [Plan Documents area](#).

Runaway and homeless youth agencies utilize this basic protocol when a youth presents as runaway or homeless at their agency. This protocol has also been uploaded in the Plan Documents area.

1. Youth is asked if they are runaway or homeless.
2. If the individual states "yes", an intake is initiated.
3. Intake documentation is completed with the youth and a staff member.
4. Any belongings the youth has brought with them is inventoried.
5. Youth are given a tour of the facility and given basic personal hygiene items (towels, shampoo, soap, etc.).
6. Parent/legal guardian is notified.
7. Client is assigned a case manager. Case manager schedules a meeting with client to begin case management and addressing youth needs.

## Municipal RHY Service Planning Process

1. List the partners consulted by the municipal youth bureau and DSS in composing this plan.

*Suggested partners include but are not limited to: the municipal RHY services coordinator, program managers at OCFS-certified RHY programs, Continuum of Care (CoC) board members, youth advisory board, McKinney-Vento liaisons, etc.*

Erie County takes a collaborative approach to planning for all initiatives including RHYA services. The Erie County Youth Bureau Director who is also the RHYA Coordinator and JJ Systems Collaboration Coordinator works closely with DSS child welfare, assistance programs, departments of mental health and probation, local service providers and HUD CoC. All parties meet regularly to strengthen the system overall and to find opportunities to close service gaps and provide a high level of care to runaway and homeless youth in Erie County.

2. Describe the process used to collect and compile the information provided in this plan.

*Resources to consider are listed in the [guidance document](#)*

- i. List the *tools and data sources* used by the municipal youth bureau and DSS to develop this plan. Please be as specific as possible.

The Primary data source utilized was the annual reports, as well as other information collected independently, provided by each of the three certified programs serving runaway and homeless youth in Erie County. Other data included HMIS data collected by local CoC, some data from child welfare and probation and data from Buffalo Public Schools.

- ii. Is your municipality involved in "point in time" counts to collect data on the *RHY* population?

☒ Yes

☐ No

If yes, please consider sharing any outcome documents with OCFS at [RHY@ocfs.ny.gov](mailto:RHY@ocfs.ny.gov) or by uploading them to this plan.

# Municipal Information

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**Note:** Detailed descriptions of these questions and their implications on funding are included in the [guidance document](#).

1. Select the maximum length of stay certified residential crisis services programs eligible for municipal RHY funds will be allowed to offer *runaway youth in crisis shelters* without filing a petition pursuant to article 10 of the Family Court Act:

*For more information please refer to 19-OCFS-ADM-06.*

- ☐ **30 days** for any youth, or up to **60 days** with consent in writing from youth and parent, guardian, or custodian
- ☒ **60 days** for any youth 14 years or older, or up to **120 days** with consent in writing from youth and parent, guardian, or custodian
- ☐ Not applicable

2. Select the maximum length of stay certified residential Transitional Independent Living Support Programs (TILPs) eligible for municipal RHY funds will be allowed to offer *homeless youth*:

*For more information please refer to 19-OCFS-ADM-05.*

- ☐ 18 months
- ☒ 24 months
- ☐ Not applicable

3. Indicate whether the county will allow TILPs eligible for municipal RHY funds to provide residential services to *homeless youth under 16 years old* on a case-by-case basis.

*Note: In each instance the RHY Service Coordinator is required to notify OCFS per 19-OCFS-ADM-05.*

- ☒ Yes
- ☐ No
- ☐ Not applicable

4. Indicate whether the county will allow any RHY program included in this plan to make services available to *homeless young adults* (up to age 25).

*Note: Residential RHY programs must be certified by OCFS to serve homeless young adults.*

- ☒ Yes
- ☐ No

i) If the county will **not** allow RHY programs receiving municipal RHY funds to provide services to homeless young adults, briefly explain why that decision was made:

5. List the following information for the RHY service coordinator and any additional designees who are permitted to provide any required notice to OCFS per policies 19-OCFS-ADM-05 and 19-OCFS-ADM-06:

Name	Agency or Organization	Title	Email	Phone
Kate Hilliman	Erie County Youth Services Division	Sr. Director, Youth Bureau	katherine.hilliman@erie.gov	716-923-4051

## RHY Service Coordinator

### 1) Designation and duties of the municipal RHY services coordinator

Coordinator's Name:

Kate Hilliman

Agency or Organization:

Erie County DSS

Unit, division, bureau, or office in which the position is located:

Erie County Youth Services - Youth Bureau

Percentage of time spent on RHY service coordinator duties (% FTE):

10

☒ The municipal RHY service coordinator is also the municipal youth bureau director.

☒ A copy of job description / responsibilities as maintained by the employer has been uploaded to this plan.

2) Describe **how** the county monitors certified residential RHY programs to confirm youth's educational needs, including transportation to and from educational programs, are being met in accordance with the McKinney-Vento Homeless Assistance Act.

*For more information please visit [NYS-TEACHS](#).*

The 2 certified RHY service providers in Erie County are very experienced in McKinney-Vento procedures and always request transportation from school districts or request transfers to new districts in a timely manner. All programs require school attendance and work diligently to insure all youth receiving services have their educational needs met.

# Crisis Services Programs (RHY Crisis Shelters and Interim Family Programs)

## Compass House

Address		Program Director		Operating Certificate Number	
1451 Main St. Buffalo, NY 14209		Lisa Freeman (716)844-3066 lfreeman@compasshouse.org		2040	
<input checked="" type="checkbox"/> <b>The county contracts with this program for RHY services.</b> The value of the contract is \$154306 per year, regardless of program utilization.					
<input type="checkbox"/> <b>The county contracts with this program for PINS respite services.</b>					
<input checked="" type="checkbox"/> <b>This program will receive OCFS RHY funds in the plan year.</b>					
<b>Ages of youth the program is certified by OCFS to serve:</b>				Under 18	
<b>Maximum length of stay offered to runaway youth by the program:</b>				30-60	
Maximum Bed Capacity: Certified		Maximum Bed Capacity: Operating (projected)			
Target population	All persons	Target population	All persons		
13	13	13	13		

# Transitional Independent Living Programs (Supported and Group Residences)

## Teaching and Restoring Youth

Address		Program Director		Operating Certificate Number	
228 Brinkman Avenue Buffalo, NY 14211		Lisa Sankey 7168922814 lsankey@tryprogram.org		2322	
<input checked="" type="checkbox"/> <b>The county contracts with this program for RHY services.</b> The value of the contract is \$54706 per year, regardless of program utilization.					
<input type="checkbox"/> <b>The county contracts with this program for PINS respite services.</b>					
<input checked="" type="checkbox"/> <b>This program will receive OCFS RHY funds in the plan year.</b>					
<b>Ages of youth the program is certified by OCFS to serve:</b>				16 through 20	

<b>Maximum length of stay offered to youth by the program:</b>		18 months	
<b>Maximum Bed Capacity: Certified</b>		<b>Maximum Bed Capacity: Operating (projected)</b>	
<b>Target population</b>	<b>All persons</b>	<b>Target population</b>	<b>All persons</b>
10	0	10	0

## Non-Residential Programs

Please provide the following information about each of the OCFS-funded non-residential RHY programs and services that operate within your municipality. A [data dictionary](#) is available for your reference.

Program Name:

Compass House Resource  
Center

Program Address:

1451 Main Street Buffalo NY  
14211

Program Contact Name:

Lisa Freeman

Program Contact Phone Number:

(716)884-3066

Program Contact Email:

lfreeman@compasshouse.or

Hours of accessibility to RHY population:

9-5 limited extended hours  
throughout the week

Target Population (age and other relevant demographics):

At risk youth up to the age of 24.

Non-residential RHY Services Provided:

At risk youth provided with services including case management, housing, employment, clothing, food, legal assistance, educational assistance, health information, referrals etc.

Please provide the following information about each of the OCFS-funded non-residential RHY programs and services that operate within your municipality. A [data dictionary](#) is available for your reference.

Program Name:

Plymouth Crossroads

**Erie County:** Runaway and Homeless Youth Services

Program Address:

630 Main Street, West  
Seneca, NY 14224

Program Contact Name:

Jennifer McAndrew

Program Contact Phone Number:

716-393-3906

Program Contact Email:

kmcandrew@plymouthcross

Hours of accessibility to RHY population:

9am - 5pm

Target Population (age and other relevant demographics):

Plymouth Crossroads is a Non-Profit Organization located in West Seneca, NY, serving the greater Buffalo area and beyond. The mission is to provide non-residential supports for runaway and homeless youth up to age 21, in an atmosphere supporting the dignity, respect, and self-sufficiency of each youth. The top 5 zip codes served are: 14215, 14209, 14220, 14213 and 14210. As a voluntary program, services are aimed at preventing youth from returning to homelessness and at-risk youth from becoming homeless, while preparing them for independence. The goal is to empower every youth to transform themselves into contributing, productive members of society.

Non-residential RHY Services Provided:

As a voluntary program, Plymouth Crossroad's services are aimed at preventing youth from returning to homelessness and at-risk youth from becoming homeless, while preparing them for independence. We provide the following opportunities for our youth:

- Referrals to safe housing or shelters
- Basic life skill building, including; housekeeping, food preparation, financial education and budgeting.
- Educational opportunities to allow them to finish High School, GED preparation, vocational education and post-secondary education.
- Individual and group counseling.
- Interpersonal skill building to enhance their ability to create positive relationships with peers and adults, better decision making as well as coping and stress management skills.
- Volunteer or community service opportunities.
- Assistance in job preparation and attainment, including; career counseling; workforce development skills; computer skills; life skills and health skills.

## OCFS Support

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How can OCFS better support your county's response to RHY and young adults?

*Consider support surrounding training, technical assistance, program development, standardizing tools, best practice, positive youth development, cross-system collaborations, etc.*

Financial resources for programs are extremely limited. OCFS could encourage child welfare to work more collaboratively with RHY programs. New training through PDP should focus on building collaborative structures.

# PINS Diversion Services

The PINS Reform Law (Chapter 57 of the Laws of 2005) requires that a Local Department of Social Services (LDSS) Consolidated Services Plan or Child and Family Services Plan (Integrated County Plan) include a Persons In Need of Supervision (PINS) diversion services section. PINS reform legislation (ELFA Part K of 2019) includes the elimination of the use of detention for PINS youth as of January 1, 2020.

These requirements apply to all localities and support increased community-based services to PINS youth and families, and collaboration at the local and regional level to develop effective responses to status offenders and their families.

Please note that the information in this form is specific to the *PINS Diversion Services population and process* in your locality or jurisdiction, **not** to the post-petition PINS population or the juvenile delinquent (JD) population.

**Please note that many sections of the PINS Diversion Services Plan have been pulled forward from the 2020 submitted and approved PINS Diversion Services Plan for your convenience. This does require you to amend information that is no longer applicable and/or updated for 2021.**

## Designation of Lead Agency

*Counties should configure their PINS diversion services according to their individual efficiencies and strengths. The designation may be changed in the future through an update to the plan or at the time of the next plan submission. While the LDSS is required to identify one lead agency, cooperative procedures may require other agencies to perform certain functions or services.*

Select the Lead Agency for PINS Diversion Services:

☐ Probation

☒ LDSS

☐ This is a change in Lead Agency for 2021.

## Inventory of PINS Diversion Service Options

*Describe PINS diversion services that are available in your county and indicate whether a service gap exists. For each service, include the geographic area (countywide or specific cities or towns). Please note that the first four service categories are required. Counties may coordinate efforts with providers to establish regional services.*

Service Category	Service Gap
<b>Residential Respite (required)</b>	
<b>Providers:</b> Compass House	<input checked="" type="checkbox"/> There is a service gap in this service  <b>If there is a gap:</b> Reason for Gap: funding limitations, bed
<b>Geographic Area:</b> All of Erie County	
<b>Limitations:</b>	

<p>The limitation that would preclude PINS Diversion youth from accessing respite through Compass House is bed availability. In addition, some youth may be denied access due to presenting behaviors or past history with the agency.</p>	<p>Dates of Sup. ongoing</p> <p>Plan for Addressing Gap:</p> <p>There is currently a plan under ECDSS to secure respite beds for PINS and JD youth that provides 24 hour supervision. We will also continue to focus on use of natural community supports and intensive in-home services to resolve conflict and ensure ongoing safety within the home.</p>
<p><b>Crisis Intervention—24 hours per day</b></p>	
<p><b>Providers:</b> Spectrum CARES Mobile Crisis responds 24 hours to calls for FST</p> <p><b>Geographic Area:</b> All of Erie County</p> <p><b>Limitations:</b>  There are no limitations to preclude PINS Diversion youth.</p>	<p><input type="checkbox"/> There is a service gap in this service</p>
<p><b>Diversion Services / Other Alternatives to pre-dispositional placement (required)</b></p>	
<p><b>Providers:</b> Contracted providers</p> <p><b>Geographic Area:</b> All of Erie County</p> <p><b>Limitations:</b></p> <p>When a case is opened in Formal Diversion a referral is provided to a contracted community provider. Alternatives to pre-dispositional placement include community based monitoring services through Southwest Keys and referrals to STSJP programming for intensive case management. Services include a combination of evidence based programming and intensive community based services. Examples include, but are not limited to, High Fidelity Wrap, Multi Systemic Therapy, mental health counseling, substance abuse counseling, Health Homes, in home therapy, skill building services and peer advocacy. The Stress Pass is utilized which provides a short term stay with a pre-approved family member or friend to stabilize families and implement services.</p> <p>The only limitation to a PINS Diversion youth being served stems from a parent declining services or refusing to engage with service providers.</p>	<p><input type="checkbox"/> There is a service gap in this service</p>

<b>Conducts sexual exploitation screening and assessment (required)</b>	
<b>Providers:</b> ECDSS  <b>Geographic Area:</b> All of Erie County  <b>Limitations:</b>  The only limitation preventing a youth from being screened is the unavailability of the youth (ie. youth has runaway from home and whereabouts are unknown.)	<input type="checkbox"/> There is a service gap in this service
<b>Alternative Dispute Resolution Services (optional)</b>	
<b>Providers:</b> Center for Resolution and Justice  <b>Geographic Area:</b> Erie County  <b>Limitations:</b>  All youth are eligible	<input type="checkbox"/> There is a service gap in this service
<b>Other Services—including those to prevent and intervene with youth exhibiting runaway behaviors</b>	
<b>Identify and Describe Service Category:</b> Erie County has a runaway PINS Diversion Probation Officer in place to safely locate and retrieve runaway youth and implement necessary services to address safety concerns, risks and needs. Service Providers in conjunction with the Runaway Probation Officer work with the youth and family to prevent further runaway episodes. In addition, Southwest Keys provides Runaway Outreach services in addition to providing support to the runaway officer and other probation officers.  <b>Providers:</b> Family Services Team, Southwest Keys  <b>Geographic Area:</b> Erie County	<input type="checkbox"/> There is a service gap in this service
<b>Other Services—including those to prevent and intervene with youth who are truant</b>	
<b>Identify and Describe Service Category:</b> The Family Services Team works in conjunction with local school districts to provide information and a referral process for youth who are identified as severely or chronically truant from school. Low risk youth are assigned to our Southwest Keys Family Keys Early Intervention program Moderate or High risk youth are assigned to a Formal Diversion Officer. Services are then put into place to address the truancy, any barriers to youth attending school and other needs identified during assessment. Youth can be linked with intensive	<input type="checkbox"/> There is a service gap in this service

in-home services or to a wide array of community based programs. Examples include, but are not limited to, Project Jump Start (works on attendance and tutoring), linkage to existing tutoring programs in school or community, educational advocacy.

**Providers:**

Family Services Team, Southwest Keys, Project Jump Start

**Geographic Area:**

Erie County

## PINS Diversion Services Procedures

Please provide a description of the following procedures, including any collaborative team processes.

*Record the agency that is responsible for each procedure and a brief description of how each procedure will be provided.*

PINS Diversion Services Protocol	Responsible Agency(ies)
<b>a. Determines the need for residential respite services and need for alternatives to pre-dispositional placement</b>	
<p><b>Describe how provided:</b></p> <p>The Family Services Team (Collaboration between MH, DSS, and Probation) and the Early Intervention Program makes recommendation/offers services to families as needed. The Family Services Team targets the issues that place youth at emerging or imminent risk of out of home care. The contracted residential respite program was closed over five years ago due to underutilization, as well as the inability to sustain it financially. When needed, natural supports are utilized and in emergencies, Compass House (the local runaway shelter) can be considered, but it is not an option in all cases (due to the youth's behavior or past history with this agency). Due to the fact that respite is not readily available, it is somewhat of a "service gap," although as stated, options are sought and utilized.</p>	<p><input checked="" type="checkbox"/> Probation</p> <p><input checked="" type="checkbox"/> LDSS</p> <p><input checked="" type="checkbox"/> Other Mental Health</p>
<b>b. Provides an immediate response to youth and families in crisis (includes 24 hours a day response capability)</b>	
<p><b>Describe how provided:</b></p> <p>Mobile Crisis Response Team continues to respond to 24 hr. crisis calls. This service is contracted through the Department of Mental Health.</p>	<p><input type="checkbox"/> Probation</p> <p><input checked="" type="checkbox"/> LDSS</p> <p><input checked="" type="checkbox"/> Other Mental Health</p>
<b>c. Serves as intake agency—accepts referral for PINS diversion services, conducts initial conferencing, and makes PINS eligibility determinations</b>	

<p><b>Describe how provided:</b></p> <p>The Family Services Team continues to accept referrals for PINS Diversion. The team conducts initial conferencing with parents, youth and other interested parties to determine PINS eligibility and referrals for appropriate community based interventions.</p>	<input checked="" type="checkbox"/> Probation <input checked="" type="checkbox"/> LDSS <input checked="" type="checkbox"/> Other Mental Health
<p><b>d. Conducts assessment of needs, strengths, and risk for continuing with PINS behavior</b></p>	
<p><b>Name of assessment instrument used:</b></p> <p><input checked="" type="checkbox"/> YASI  <input type="checkbox"/> YLSI  <input checked="" type="checkbox"/> Other  North Carolina Family Assessment Scale</p> <p><b>Describe how provided:</b></p> <p>Service providers that complete the North Carolina Family Assessment Scale include agencies providing High Fidelity Wrap around. Erie County continues to utilize the tool as a support service for treatment planning. Other service providers utilize a risk assessment conducted by the intake workers in the Family Services Team upon initial presentation by a parent/guardian. The assessment was developed by the Family Services Team and includes the Columbia Impairment Scale.</p>	<input checked="" type="checkbox"/> Probation <input checked="" type="checkbox"/> LDSS <input checked="" type="checkbox"/> Other Mental Health
<p><b>e. Conducts sexual exploitation screening and assessment</b></p>	
<p><b>Name of screening instrument used:</b></p> <p><input checked="" type="checkbox"/> Rapid Indicator Tool  <input checked="" type="checkbox"/> Child Sex Trafficking Indicators Tool  <input type="checkbox"/> Other</p> <p><b>Describe how the screening instrument is administered and what training has been provided:</b></p> <p>The Rapid Indicator Tool is administered to every youth at the first entry point in the Juvenile Justice or Child Welfare System. The Child Sex Trafficking Indicator Tool is administered to those youth who are flagged by the Rapid Indicator Tool. The International Institute in Erie County provides services and education to address human trafficking of youth throughout Erie County through the Safe Harbor Act. Staff from the International Institute provides ongoing training to ECDSS, Mental Health and Probation staff.</p>	<input checked="" type="checkbox"/> Probation <input checked="" type="checkbox"/> LDSS <input checked="" type="checkbox"/> Other Mental Health
<p><b>f. Works with youth and family to develop case plan</b></p>	
<p><b>Describe how developed:</b></p> <p>The Family Services Team intake and Probation Officers sit with families to develop targeted trajectory case plans, including crisis planning, assessing risk and needs, as well as family/youth strengths. Targeted Case plans are shared with community service providers to support services to mitigate emerging or imminent risk of out of home care. Case plans are updated and amended as necessary to ensure the successful servicing of families.</p>	<input checked="" type="checkbox"/> Probation <input checked="" type="checkbox"/> LDSS <input checked="" type="checkbox"/> Other Mental Health

<b>g. Determines service providers and makes referrals</b>	
<b>Describe how provided:</b>  Erie County contracts with various community service providers that will allow the youth and families to be referred to the most appropriate provider based on the assessment completed via the Family Services Team. The assessment identifies the risks, needs and strengths of the family so linkage can be made with the most appropriate community based agency.	<input checked="" type="checkbox"/> Probation <input checked="" type="checkbox"/> LDSS <input checked="" type="checkbox"/> Other Mental Health
<b>h. Makes case closing determination</b>	
<b>Describe how provided:</b>  Through continual case monitoring, the Family Services Team works in conjunction with our community service providers to determine if the family's risk factors have decreased and stability in the family has improved. When this is accomplished, final approval for closure of cases is processed in the High Fidelity Electronic Health Record (FEHR) system. Clinical sign off is required prior to a service provider submitting a case for closure. The family's input is considered to be a valuable part of the closing determination.	<input checked="" type="checkbox"/> Probation <input checked="" type="checkbox"/> LDSS <input checked="" type="checkbox"/> Other Mental Health

## PINS Diversion Services Plan

### A. Planning Activities

Briefly describe all PINS Diversion Services—Strategic Planning activities the locality has engaged in related to this current plan. Include every organization in the county that is involved to date in the PINS Diversion Services planning process and how this plan aligns with the county Youth and Young Adult Services plan and the Runaway and Homeless Youth plan. Schools, law enforcement officials, the local family court, respite service providers, youth bureaus, community-based organizations, runaway and homeless youth providers, anti-trafficking providers, dispute resolution center partners, and others are critical partners to the planning process.

Describe the collaborative process for the development of the PINS Diversion Services Plan and MOU:

Department of Social Services (Child Welfare, Family Services Team, Preventive Services), Department of Mental Health, Department of Probation, Youth Services and Detention, Erie County Family Court, various law enforcement agencies and legal entities, and the network of service providers in Erie County who work with at-risk youth and families. The PINS workgroup which was developed in 2020 continues to meet. This group continues to address the changes in the PINS law that went into effect in January 2020, runaway and homeless youth, trafficked youth and the need for respite services in Erie County. Representatives from ECDSS, Probation, Mental Health, International Institute, County Attorney office, Attorney for the Child office, Homeless Alliance of WNY (HAWNY), and Youth Services are members of this collaboration. There are two evidence based Catholic Charities Multisystemic Therapy (MST) teams in Erie County which have been proven effective with youth with primary substance abuse issues. Southwest Keys Runaway Outreach Support Services continues to be an alternative to detention for PINS Youth. The Probation Department continues to utilize a Runaway Probation Officer through DSS funding. The Runaway Outreach Support Services and Runaway Probation Officer provide immediate support and assistance to families while their youth is missing from home. The primary goal of the service is location and safe retrieval of the missing youth and diversion of these youth from further penetration into the juvenile justice system. The service continues to be a success in the community with a retrieval rate of approximately 90% of youth reported missing. The Center for Resolution and Justice continues to provide mediation and conflict coaching to address ongoing family conflict for PINS

diversion cases. Collaboration efforts continue with the community and local school districts to address truancy. Goals include identifying youth and families in need of services and ensuring guidelines are met to address the needs of youth. The gap in access to needed respite services is being addressed through the continued encouragement of the use of natural community supports, including the use of a stress pass. The stress pass identifies a mutually agreed upon location where a youth can reside during a crisis in the home. There has been some development of respite services in Erie County under the leadership of ECDSS. The focus is to keep youth in their homes and the community and to provide the appropriate and necessary interventions to ensure youth are successful as well as to prevent out of home placement.

List stakeholder and service agency involvement in strategic needs assessment and planning:

ECDSS/Youth Services, Mental Health Department, Probation, Family Court, Youth Services and Detention, Buffalo Public Schools, Erie County Youth Bureau, International Institute of Buffalo, Center for Resolution and Justice, various law enforcement agencies and an array of community based service providers.

**B. PINS Diversion Services Population**

Please define the PINS Diversion Services population in your county for calendar year 2020. Specifically, please provide the following as whole numbers (not %):

Number of PINS Diversion Services cases carried over from previous year:

87

Number of Total PINS Diversion Services referrals:

420

Number of PINS Diversion Services referrals filed by parents:  
411

Number of PINS Diversion Services referrals by schools:  
8

Number of PINS Diversion Services referrals by police:  
0

Number of PINS Diversion Services referrals by victim:  
0

Number of PINS Diversion Services referrals other sources:  
1

Please identify other sources:  
Court

Number of Total PINS Diversion Services cases closed:

444

Number of PINS Diversion Services cases closed as Successfully Diverted:  
360

Number of PINS Diversion Services cases closed as Unsuccessful and Referred to Petition:

0

Number of PINS Diversion cases closed for other reasons (include Withdrawn and Terminated with Bar to Petition):

84

Number of PINS Diversion Services cases that remained open at end of calendar year:

63

### C. Data Collection

How was data collected?

Data is collected in Caseload Explorer, a NYS Probation data base, High Fidelity Electronic Health Record System (Fidelity EHR) and through manual record keeping techniques.

### D. Pre-PINS Diversion Efforts

Youth with PINS behavior and their families are engaged in services and supports in an attempt to address the presenting issues, as an alternative to proceeding with a PINS complaint.

Is your county providing any pre-PINS diversion services or supports?

☒ Yes

☐ No

If "Yes" please list and describe the service and the location:

Erie County utilizes Southwest Keys - Family Keys Pre-Pins Diversion Program. This is a family centered, strength based service that provides linkages to youth and their families with the goal of preventing youth from further penetrating the Juvenile Justice System.

Number of youth who received Pre-PINS services in calendar year 2020:

92

### E. Needs Analysis

Include a summary of the data and the analysis used to determine the needs of the PINS Diversion Services population.

*List data sources (e.g., Communities That Care, youth assessment and screening instrument aggregate reports, PINS/complaint [source or type] information, status at closing, cases referred for petition, etc.). Specify whether the findings relate to county, city, town, neighborhood, school or other specific groups within the PINS Diversion Services population. Describe any conclusions drawn or changes made to strategies to address the needs of this population. Data collected through the needs assessment process can be useful in selecting outcomes in the next section. **Include how the local assessment may have shifted related to the PINS reform legislation of 2019.***

Since the inception of the Runaway Probation Officer and Runaway Support Services, Erie County has identified several youth who are human trafficking victims or at risk of becoming victims. More individualized services are needed to address the unique needs of this population. The PINS 2020 workgroup in our county continues to meet to strategize to identify community resources and to formalize a plan to address this growing and emerging need in our county. School truancy continues to be an issue for the PINS youth. We have identified the need for alternative educational programs for older youth, specifically 16 and 17 year olds. We continue to collaborate with our local school districts to explore the development of vocational and non-traditional school programs. An anti bullying task force implemented strategies to our local school district identifying interventions that can be utilized in our community. Intensive case management services, through STSJP funding, were expanded to service

PINS youth, both in the diversion stage and after the filing of a PINS petition in court. Efforts will continue to improve and strengthen the collaboration between staff in the juvenile justice system and in the child welfare system to reduce the number of youth who cross over from one system to another, thereby reducing further system penetration and providing individualized service plans to youth and families.

## F. Desired Changes

List desired changes in community, family, or individual behaviors or conditions in terms that are specific, measurable, achievable, realistic, and timely. Identify the intended outcomes to be achieved for the PINS Diversion Services population. Outcomes should be derived from the aggregate needs, and could include specific populations (e.g., truants, ungovernable youth, females, males, special education youth); specific PINS Diversion Services processes (e.g., pre-PINS collaborative work, improved service timelines, improved services, focus on evidence based interventions); or aggregate data based outcomes (e.g., reduced number of PINS referred to petition, reduced parental PINS, reduced school PINS, or reduction in specific YASI risk assessment scores). It is important to note that the outcomes in this section are **only** for the **PINS Diversion Services population and/or process**.

For each outcome:

1. Identify the specific raw number or percentage change indicator sought for that outcome.
2. Identify quantifiable and verifiable outcomes of the desired change in conditions or behaviors for the PINS Diversion Services population.
3. Describe the strategies to be implemented to achieve the identified indicator and outcome. Each strategy should include the timeframe for completion, and a designation of who is responsible for implementation.

Desired Change	Numerical or Percentage Change Sought	Identify Outcome (for PINS Diversion Services population)	Strategy / Plan to achieve (who, what, and when)
<b>Change #1</b>			
Further system penetration of high-risk youth will be diverted due to youth/families being referred to the Family Services Team.	0	<p>In 2020, 420 families presented to the Family Services Intake requesting general early intervention/diversion. Of these 420 families who presented, zero (0) were referred to Court for filing of petitions and 100% did not move further into the Juvenile Justice System.</p> <p>During 2020, due to the Covid-19 pandemic, no PINS petitions were allowed to be filed in Erie County Family Court as these petitions were considered non-essential in nature. However, the Family Services Team remained open during 2020 and continued to service families throughout the year. In</p>	Our STSJP (Supervision and Treatment Services for Juveniles Programs) programs have been expanded to service the PINS population. The continued use of evidence based and individualized services which target risk and needs of youth and their families and build upon strengths of families to increase the likelihood of youth remaining in their homes. The goal in 2021 is to maintain and increase the number of youth who remain in their homes and community utilizing the necessary resources for families to be successful. This plan will also include the addition of respite beds which will provide additional community support.

		2019, we successfully diverted 89% of the youth from further penetration into the Juvenile Justice System. We will continue to strive to meet or exceed these percentages.	
<b>Change #2</b>			
Increase resources for PINS Diversion youth to provide appropriate and evidence based services to runaway youth who are at increased risk of being trafficked and all other youth at risk of being victims of human trafficking.	5	Services which target the specific risks and needs of this population have been identified and/or developed in the community to stabilize youth thereby leading to less PINS petitions being filed. Community respite beds have become available in our county; this is a valuable tool that can be utilized with this population.	Services which target the specific risks and needs of this population have been identified and/or developed in the community to stabilize youth thereby leading to less PINS petitions being filed. Community respite beds have become available in our county; this is a valuable tool that can be utilized with this population.
<b>Change #3</b>			
Collaborative plans will be developed between families, probation officers and service providers to deal with youth behavioral crises so the youth may be successfully managed within their homes, thereby leading to a decrease in the number of PINS petitions filed in court.	20	Collaboration among families and providers will continue to ensure a common goal of youth remaining within their homes. This effort is expected to lead to a decrease in the number of PINS petitions filed.	In 2021, we will increase our utilization of the Restorative Justice Program to resolve family conflicts. In addition, we will increase the usage of intensive community based services, including STSJP (Supervision and Treatment Services for Juveniles Programs), the International Institute of Buffalo, trauma informed training and preventive services. Services will be individualized and target the risks and needs of youth and families while building upon the strengths of families to maintain youth in their homes and communities. Continuing education for community service providers and the community in general as it relates to changes to the PINS law will be provided to bring awareness to all stakeholders.

## **G. Technical Assistance / Other PINS Related Information for OCFS and DCJS**

Describe any technical assistance and/or training requested to implement this plan. Please be as specific as possible.

Our biggest challenges with the PINS diversion population involves the elimination of non-secure detention and placement. To address these issues, we need an increase in the number of agencies who provide intensive, evidence based services to address serious family conflict within homes and human trafficking. In addition, more programming for youth who need educational supports to address school truancy would be beneficial. We would be interested in training around successful truancy prevention programs and additional services for youth/parent conflicts.

Describe any technical assistance needs related to improving equity / addressing disparities in PINS Diversion Services. Please be as specific as possible.

We need more community provider training and within our departments as disparity continues to be an issue in Erie County as well as counties across the country. All Erie County employees were required to complete Implicit Bias training. We would welcome the opportunity for assistance in collecting data to identify disparities in our PINS population. This would provide a starting point to improve equity in our system.

Also, describe any additional information you wish to bring to the attention of OCFS and DCJS regarding **PINS Diversion Services**.

We would also welcome guidance from OCFS and DCJS for alternative options for youth due to the elimination of non-secure detention and placement.

## **H. PINS Diversion Services Plan County Contact**

Please provide the name, title and email address of the county contact for the PINS Diversion Services plan.

Name:

Michelle Olszowy

Title:

Commissioner

Email Address:

Michelle.Olszowy@erie.gov

# Adult Services

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**Please select one of the APS goals you chose to address in your 2018–2023 Child and Family Services Plan address the following questions for it:**

Select one of the goals from your 2018–2023 Plan:

- ☐ **Goal 1:** Vulnerable adults who self-neglect or are abused, neglected, or exploited by others will be identified, have their living situation thoroughly investigated, and be protected.
- ☐ **Goal 2:** APS will pursue appropriate legal interventions to address situations where impaired adults are at risk of harm, are unable to make informed decisions, and are refusing necessary services.
- ☒ **Goal 3:** APS will utilize multi-disciplinary teams and community resources to improve investigations, assessments and service delivery to reduce risk and protect vulnerable adults.
- ☐ **Goal 4:** APS will provide protective and residential services in the least restrictive manner that will effectively protect vulnerable and dependent adults, balancing adults' rights to self-determination against need to seek protection of at-risk persons lacking capacity.
- ☐ **Goal 5:** Youth aging out of foster care or other child welfare services who could benefit from Adult Services as they reach adulthood will be identified, have their needs assessed and be protected.

Identify the strategy(s) you proposed for year one (can be copied from your CFSP submission):

ECDSS APS will complete a Community Needs Assessment to identify gaps and barriers in service delivery and collaboration, prepare and implement strategies to improve practice and consequently reduce risk and protect vulnerable adults.

Erie County APS will formalize agreements with hospitals regarding referrals and from respective organizations, develop a training regimen for hospital and APS staff regarding the other disciplines' provisions of service, and adopt a procedure for conferencing successes and challenges as well as systemic improvements.

Erie County APS will increase participation and contribution to the Financial Crimes and Identity Theft Task Force. Focus in doing so will be on the working relationship between APS and financial institutions.

Erie County APS will engage the refugee community by coordinating efforts with the Child Welfare System.

Erie County APS will develop and implement a sustainable practice of interviewing employees separating from employment. Data from the evaluation will be used to develop strategies for reducing staff turnover.

APS will employ supervisory practices consistent with Solution Focused Trauma Informed System of Care (SFTIC). All supervisors and direct-line staff will be trained in SFTIC, and a system of follow-up and monitoring will be implemented.

APS will evaluate the efficacy of the intake unit. Focus groups will be conducted to assist with re-structuring the staffing pattern and practices of thoroughly triaging referrals.

Staff satisfaction surveys will be completed year one and again in year four. Data from the first will generate the implementations of strategies for improving satisfaction and compared to year four data.

Have you implemented the strategy(s) you proposed for year one? If not, why not?

ECDSS APS completed the Community Needs Assessment in 2019. 83 community providers, 83 Erie County community members, and 85 Erie County APS clients completed the survey online, in-person, and over the phone for a total of 251 responses. The findings of the community needs assessment reveal that APS has been successful in meeting the needs and improving the lives of clients. Opportunities exist to improve relationships with provider agencies and the community through education and outreach with the goal of ensuring the safety of vulnerable adults in the least restrictive setting. Many of the needs identified by respondents such as APS' role, extended hours for entitlement recertification, and language barriers can be addressed through community and providers presentations. ECDSS offers extended hours on Thursdays and utilizes the language line for translation services. Community and agency presentations would also clarify APS' role and capabilities to the public and service providers. APS does not provide legal services, counseling to clients, job training or manage an emergency shelter; however, APS' partners and other community providers do provide these services. A series of multidisciplinary public forums may address this identified need.

ECDSS APS, in conjunction with ECDSS' Human Resource Department, interviews employees separating from employment. Erie County APS received aggregate data from 4 separation interviews that occurred in 2019. The respondents left APS due to work hours (1), promotions (2), and moving out of state (1). Specific concerns expressed by workers included high caseloads, the need for sexual abuse interviewing, and avoiding burnout. Erie County is currently exploring several plans with the goal of reducing caseload sizes. One plan instituted is utilizing case assistants to manage very stable, low need clients who are linked in the community. Erie County APS, in conjunction with Erie County Human Resource Department is pursuing training for APS staff on forensic interviewing to address the need to effectively interview victims of sexual abuse. Erie County offers wellness plans to employees, including a three day Strive to Thrive program. There is an annual wellness conference as well as hour long classes on the work site. Each of these offerings focuses on health, wellbeing, and mindfulness to support staff. Interestingly one respondent reported in early 2019 dissatisfaction with the lack of policies and procedures. Erie County APS revised all fiscal policies during the summer of 2019 and reissued to staff. In October 2019 a respondent reported that s/he "loved" that policies and procedures were in writing and available to staff. Erie County APS will continue to review exit interview data to improve department performance.

Erie County APS continues to utilize Solution Focused Trauma Informed Care (SFTIC) to guide all interactions staff has throughout the day, both internally and externally. The principles of Collaboration, Safety, Empowerment, Trustworthiness and Choice are communicated through modeling and booster trainings held on a consistent basis. All of APS' supervisory staff has completed SFTIC training and are encouraged to utilize the principles with staff.

Erie County APS has established strong working relationships with two of the three hospital facilities in WNY. Erie County APS will continue attempts to re-engage the third provider.

In 2020, Erie County APS has increased the number of APS staff attending the Financial Crimes and Identity Theft Task Force to two with the expectation of greater participation and contribution by year's end.

Referrals to Erie County APS increased by 5.67% from 2018 to 2019 however during the same period of time, the number of referrals assigned for assessment decreased by 2.15%. This was achieved by thoroughly triaging cases while in intake by resolving issues with the assistance of community/family supports, utilizing law enforcement, and completing visits within the three-day intake period. Erie County APS will be introducing the use of tablets for field workers to enable staff to be more flexible and responsive in the field.

A department wide staff survey regarding SFTIC was issued 2015 and 2018. An APS specific staff satisfaction survey was not completed in year one to avoid confusion with the various surveys workers receive. An APS specific satisfaction survey will occur in 2020 and then again in 2022.

## **2021 Update**

ECDSS APS continues to have a strong relationship with two of the three local hospital facilities in the

County. The plan was to re-engage with the third hospital in 2020 however the pandemic significantly affected the available hospital resources necessary to initiate dialogue and trainings. Renewed efforts are planned upon the normalization of hospital protocol.

ECDSS APS has not yet engaged with the refugee community through coordination with Child Welfare. The strategy will be reviewed.

In January 2021 a staff satisfaction survey was distributed by ECDSS Human Resource Department to APS staff via Survey Monkey. Clerical, caseworker, case assistant, and supervisory staff received the survey and all responses were anonymous. A subsequent Staff Satisfaction Survey will be distributed in January 2023.

Were the activities associated with your strategy(s) successful (so far)?

The Community Needs Assessment was completed in 2019. The Assessment identified successes and challenges for Erie County APS from the perspective of our clients, partners, and citizens of Erie County. The Needs Assessment will drive our plan to provide education regarding specific areas identified as needing clarification.

The first report of aggregate exit interview data was received. Specific concerns raised by employees have been addressed (fiscal policies and procedures) and planning has been initiated regarding others (high caseloads). The collection and analysis of exit interview data will continue with the goal of improving retention.

The strategy to reduce the number of intakes has been successful as the percentage of intakes being assigned for assessment decreased by 2.15% as referrals increased by 5.67% (2018-2019).

### **2021 Update**

As a result of the Community Needs Assessment, ECDSS APS had planned to increase the number of presentations to community and partner agencies to clarify APS' role and responsibilities, however due to the COVID-19 pandemic, only one presentation occurred in 2020. As the community reopens, ECDSS APS will contact our community partners to assess the demand for presentations and respond accordingly. A series of multidisciplinary public forums was also planned for 2020; the viability of multidisciplinary public forums will be reviewed in 2021.

The Staff Satisfaction Survey identified the desire by staff for improved communication within the department, greater consistency across supervisors, and technical support for staff. In response to the survey results, monthly tech support conference calls have been scheduled for staff. Staff meetings to discuss concerns in greater detail will begin in June and smaller group discussions are planned with individual teams. ECDSS APS, in conjunction with ECDSS' Human Resource Department, continues to interview staff who separate from the department. In 2020 only one employee left the department and the exit interview was completed. Due to the low number of interviews (1), no aggregate data was available.

The strategy to reduce the number of intakes continues to be successful however the effect of the pandemic on the number of referrals received by the department cannot be ignored. Referrals to ECDSS APS decreased from 2019 to 2020 by 28%; the proportion of referrals that were assigned for assessment decreased from 62.5% in 2019 to 54.4% in 2020.

How do you know? How did you measure your success and was there an Administrative review by the Director of Services, Deputy Commissioner or the Commissioner?

The Assistant Commissioner and Director have reviewed the changes and are monitoring data collection.

At this point, do you believe that a strategy needs to change? Is there an obstacle which is interfering with your activities / strategy(s)?

No changes are indicated at this time.

What will you do instead?

☐ A new Goal will need to be selected

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**Please select one of the APS goals you chose to address in your 2018–2023 Child and Family Services Plan address the following questions for it:**

Select one of the goals from your 2018–2023 Plan:

- ☐ **Goal 1:** Vulnerable adults who self-neglect or are abused, neglected, or exploited by others will be identified, have their living situation thoroughly investigated, and be protected.
- ☐ **Goal 2:** APS will pursue appropriate legal interventions to address situations where impaired adults are at risk of harm, are unable to make informed decisions, and are refusing necessary services.
- ☐ **Goal 3:** APS will utilize multi-disciplinary teams and community resources to improve investigations, assessments and service delivery to reduce risk and protect vulnerable adults.
- ☐ **Goal 4:** APS will provide protective and residential services in the least restrictive manner that will effectively protect vulnerable and dependent adults, balancing adults' rights to self-determination against need to seek protection of at-risk persons lacking capacity.
- ☒ **Goal 5:** Youth aging out of foster care or other child welfare services who could benefit from Adult Services as they reach adulthood will be identified, have their needs assessed and be protected.

Identify the strategy(s) you proposed for year one (can be copied from your CFSP submission):

Erie County APS will conduct county wide research on young adults to determine the needs of vulnerable youth in the community and aging out of Child Welfare System. This will be completed by securing unidentifiable client data on APS clients who have a history of Child Welfare involvement. Erie is only interested in aggregate information as opposed to client specific information. APS cases will also be reviewed to determine common and uncommon needs of youth aged 18-24, and cross referencing those needs with available services to determine gaps. Strategies will then be developed and implemented to bridge the gaps between needs and services.

Erie APS will develop a formal information and referral process for agencies or individuals seeking services. This will be accomplished by developing formal protocols with the Child Welfare System, the local Independent Living Center, and NY Connects (operated by the Department of Senior Services).

Erie County APS will increase its resource network by expanding into the base of community service collaboratives that currently exist.

Erie County APS will increase its education and outreach efforts. 20 presentations will be conducted

annually.

Have you implemented the strategy(s) you proposed for year one? If not, why not?

Erie County APS has engaged collaboratively with partner agencies to share roles and responsibilities as well as to clarify and improve referral processes.

Erie County APS has partnered with the Child Welfare community to address challenges facing youth as they age out of foster care.

ECDSS APS has engaged in activities addressing homelessness among young adults through a partnership with the Homeless Alliance of Western NY's (HAWNY) Youth Homeless Demonstration Project. Strategic goals have been established in conjunction with young adults, many of whom have aged out of foster care or the child welfare service delivery system. Improved communication between the two systems, better collaboration, reduction of duplication of services, and sharing of non-confidential data have been identified as existing gaps which are currently being addressed in partnership with HAWNY. Strategic goals include identification of homeless youth or youth at risk of homelessness, prevention of and diversion from homelessness, building a system of stable housing, and sustainability.

ECDSS APS has not secured a means to collect aggregate Child Welfare data due to system constraints.

Were the activities associated with your strategy(s) successful (so far)?

Erie County APS has met with the local Independent Living Center and NY Connects under the auspices of No Wrong Door to discuss referral processes for the respective organizations.

Erie County APS has met with the Regional Office of OPWDD to discuss the referral process as well as to establish an eligibility confirmation process.

ECDSS APS joined the Erie County Family Court Improvement Project committee, Planning for Older Youth, with court personnel, child welfare staff, Attorneys for the Children staff, and voluntary agency staff. APS participates in a Raise The Age Collaborative and the Homeless Youth Demonstration Project. The former is a local work group that addresses housing options for youth and young adults who have aged out of foster care as well as trafficked young adults, and the latter is a Homeless Alliance of WNY currently undergoing strategic planning for a large HUD grant awarded for housing young adults. The goal of both workgroups is to divert youth from further penetrating various adult service/criminal justice systems.

Erie County APS completed 17 presentations to the community in 2019.

## **2021 Update**

Due to the pandemic, only one presentation was completed in 2020. As the community reopens, ECDSS APS will contact partner and community agencies to schedule presentations.

ECDSS APS no longer participates in the Planning for Older Youth Committee. The current focus of the committee is on educating foster youth on the roles and responsibilities of professionals in the Child Welfare system and empowering the youth to advocate for themselves. If the focus of the committee changes and there is a role for APS, the department will once again participate.

ECDSS Child Welfare has been awarded a grant to provide assistance and support to homeless young adults with previous child welfare involvement. A request will be made to the Child Welfare staff administering the program to provide a review of the eligibility requirements and referral process to APS and Homeless staff to ensure that a young adult referred to either program receives the most appropriate level of service according to his/her needs.

How do you know? How did you measure your success and was there an Administrative review by the Director of Services, Deputy Commissioner or the Commissioner?

The Assistant Commissioner and Director have reviewed the changes and are monitoring data collection.

At this point, do you believe that a strategy needs to change? Is there an obstacle which is interfering with your activities / strategy(s)?

No change is indicated at this time.

What will you do instead?

☐ A new Goal will need to be selected

# Child Care

The Child Care section of the plan is effective on the date that it is approved by OCFS. The approval date for the Child Care section of the plan can be found on [the OCFS website](#).

## Appendix K: Child Care Administration

Describe how your district is organized to administer the child care program, including any functions that are subcontracted to an outside agency.

### 1. Identify the unit that has primary responsibility for the administration of child care for:

<b>a. Public Assistance Families:</b>	Temporary Assistance Units
<b>b. Transitioning Families:</b>	Day Care Unit
<b>c. Income Eligible Families:</b>	Day Care Unit
<b>d. Title XX:</b>	Family Wellness Services Units

### 2. Provide the following information on the use of New York State Child Care Block Grant (NYSCCBG) Funds.

Item	Amount
<b>a. FFY 2019-2020 Rollover funds:</b> <i>(available from the NYSCCBG ceiling report in the claiming system)</i>	\$2478062
<b>b. Estimate FFY 2020-2021 Rollover Funds:</b>	\$3654320
<b>c. Estimate of Flexible Funds for Family Services transferred to the NYSCCBG:</b>	\$0
<b>d. NYSCCBG Allocation 2021:</b>	\$26567598
<b>e. Estimate of Local Share:</b>	\$582835
<b>Total Estimated NYSCCBG Amount:</b>	\$29045660
<b>f. Subsidy:</b>	\$23486730
<b>g. Other program costs excluding subsidy:</b>	\$1093792
<b>h. Administrative costs:</b>	\$810818

### 3. Does your district have a contract or formal agreement with another organization to perform any of the following functions using the NYSCCBG?

- ☐ a. Subsidy eligibility screening
- ☐ b. Determining if legally-exempt providers meet OCFS-approved additional local standards  
(must be noted in Appendix Q with the corresponding additional standard)
- ☐ c. Assistance in locating care
- ☐ d. Child care information systems
- ☐ e. Payment processing
- ☐ f. Other  
Please specify function:

## Appendix L: Other Eligible Families if Funds are Available

Listed below are the optional categories of eligible families that your district can include as part of its County Plan. Select any categories your district wants to serve using the NYSCCBG funds and describe any limitations associated with the category.

Optional Categories	Option	Limitations
<b>1. Public Assistance (PA) families participating in an approved activity in addition to their required work activity.</b>	<input checked="" type="radio"/> Yes <input type="radio"/> No	Both activities must be approved by the Employment Division
<b>2. PA families or families with incomes up to 200% of the State Income Standard when child care services are needed for the child to be protected because the caretaker is:</b>		
<b>a) participating in an approved substance abuse treatment program</b>	<input checked="" type="radio"/> Yes <input type="radio"/> No	PA families with an approval from MAAT Unit
<b>b) homeless</b>	<input checked="" type="radio"/> Yes <input type="radio"/> No	Families seeking housing and: seeking employment or, engaged in work or, participating in an approved educational or vocational activity approved by the employment division and it is determined by verified documentation that the caretaker needs childcare services to perform the activities. For families with incomes up to 200% of SIS seeking housing and seeking employment are limited to a maximum of 25 hours/week for a maximum of 3 months.
<b>c) a victim of domestic violence and participating in an approved activity</b>	<input checked="" type="radio"/> Yes <input type="radio"/> No	PA families with an approval from Employment Division
<b>d) in an emergency situation of short duration</b>	<input type="radio"/> Yes <input checked="" type="radio"/> No	

<b>3. Families with an open child protective services case when child care is needed to protect the child.</b>	<input checked="" type="radio"/> Yes <input type="radio"/> No	Approval by the child protective service worker required
<b>4. Families with incomes up to 200% of the State Income Standard when child care services are needed for the child to be protected because the child's caretaker:</b>		
<b>a) is physically or mentally incapacitated</b>	<input type="radio"/> Yes <input checked="" type="radio"/> No	
<b>b) has family duties away from home</b>	<input checked="" type="radio"/> Yes <input type="radio"/> No	Active military, in which military orders require caretaker to be away from home on a short term basis
<b>5. Families with incomes up to 200% of the State Income Standard when child care services are needed for the child's caretaker to actively seek employment for a period up to six months. Child care services will be available only for the portion of the day the family can document is directly related to the caretaker engaging in such activities.</b>	<input checked="" type="radio"/> Yes <input type="radio"/> No	Family must have an active subsidy child care case and reported loss of employment within 10 days would be eligible for a period not to exceed 3 months to actively job search and for a maximum of 25 hrs/wk.
<b>6. PA families where a sanctioned parent or caretaker relative is participating in unsubsidized employment, earning wages at a level equal to or greater than the minimum amount under law.</b>	<input checked="" type="radio"/> Yes <input type="radio"/> No	
<b>7. Families with incomes up to 200% of the State Income Standard when child care services are needed for the child's caretaker to participate in:</b>		
<b>a) a public or private educational facility providing a standard high school curriculum offered by or approved by the local school district</b>	<input checked="" type="radio"/> Yes <input type="radio"/> No	<p>Limited to Parent/Caretaker under the age of 21.</p> <p>Limitations removed from October 1, 2019, through September 30, 2021 under the Expansion of the Child Care Assistance Program (19-OCFS-LCM-26).</p> <p>Approval is contingent on the availability of expansion program funding. If funds are insufficient to continue Child Care Expansion Program, limitation would be reinstated to caretakers under the age of 21. Active cases with a caretaker 21 years of age and older would be discontinued and intake of new applications stopped.</p>
<b>b) an education program that prepares an individual to obtain a NYS High School equivalency diploma</b>	<input checked="" type="radio"/> Yes <input type="radio"/> No	<p>Limited to Parent/Caretaker under the age of 21.</p> <p>Limitations removed from October 1, 2019, through September 30, 2021 under the Expansion of the Child Care Assistance Program (19-OCFS-LCM-26).</p> <p>Approval is contingent on the availability of</p>

		expansion program funding. If funds are insufficient to continue Child Care Expansion Program, limitation would be reinstated to caretakers under the age of 21. Active cases with a caretaker 21 years of age and older would be discontinued and intake of new applications stopped.
<b>c) a program providing basic remedial education in the areas of reading, writing, mathematics, and oral communications for individuals functioning below the ninth month of the eighth-grade level</b>	<input type="radio"/> Yes <input checked="" type="radio"/> No	
<b>d) a program providing literacy training designed to help individuals improve their ability to read and write</b>	<input type="radio"/> Yes <input checked="" type="radio"/> No	
<b>e) an English as a second language (ESL) instructional program designed to develop skills in listening, speaking, reading, and writing the English language for individuals whose primary language is other than English</b>	<input checked="" type="radio"/> Yes <input type="radio"/> No	<p>Effective October 1, 2019, through September 30, 2021 under the Expansion of the Child Care Assistance Program (19-OCFS-LCM-26).</p> <p>Approval is contingent on the availability of expansion program funding. If funds are insufficient to continue Child Care Expansion Program, cases would be closed and intake of new applications ceased.</p>
<b>f) a two-year full-time degree granting program at a community college, a two-year college, or an undergraduate college with a specific vocational goal leading to an associate's degree or certificate of completion</b>	<input checked="" type="radio"/> Yes <input type="radio"/> No	<p>Effective October 1, 2019, through September 30, 2021 under the Expansion of the Child Care Assistance Program (19-OCFS-LCM-26).</p> <p>Approval is contingent on the availability of expansion program funding. If funds are insufficient to continue Child Care Expansion Program, cases would be closed and intake of new applications ceased.</p>
<b>g) a training program, which has a specific occupational goal and is conducted by an institution other than a college or university that is licensed or approved by the State Education Department</b>	<input checked="" type="radio"/> Yes <input type="radio"/> No	<p>Effective October 1, 2019, through September 30, 2021 under the Expansion of the Child Care Assistance Program (19-OCFS-LCM-26).</p> <p>Approval is contingent on the availability of expansion program funding. If funds are insufficient to continue Child Care Expansion Program, cases would be closed and intake of new applications ceased.</p> <p>The following limitations also apply:          Vocational education programs to provide participants with a marketable job skill in local demand occupational sectors. Program must be on the district approved program list.</p>

h) a prevocational skill training program such as a basic education and literacy training program	<input type="radio"/> Yes <input checked="" type="radio"/> No	
i) a demonstration project designed for vocational training or other project approved by the Department of Labor	<input type="radio"/> Yes <input checked="" type="radio"/> No	
<b>Note:</b> The caretaker must complete the selected programs listed within 30 consecutive calendar months. The caretaker cannot enroll in more than one program.		
<b>8. PA recipients or low-income families with incomes up to 200% of the State Income Standard who are satisfactorily participating in a two-year program other than one with a specific vocational sequence (leading to an associate's degree or certificate of completion and that is reasonably expected to lead to an improvement in the caretaker's earning capacity) if the caretaker is also working at least 17½ hours per week and earning wages at a level equal to or greater than the minimum amount required under Federal and State Labor Law. The caretaker must demonstrate his or her ability to successfully complete the course of study.</b>	<input type="radio"/> Yes <input checked="" type="radio"/> No	
<b>9. PA recipients or low-income families with incomes up to 200% of the State Income Standard who are satisfactorily participating in a two-year college or university program (other than one with a specific vocational sequence) leading to an associate's degree or a certificate of completion that is reasonably expected to lead to an improvement in the caretaker's earning capacity if the caretaker is also working at least 17½ hours per week and earning wages at a level equal to or greater than the minimum amount required under Federal and State Labor Law. The caretaker must demonstrate his or her ability to successfully complete the course of study.</b>	<input type="radio"/> Yes <input checked="" type="radio"/> No	

<p><b>10. PA recipients or low-income families with incomes up to 200% of the State Income Standard who are satisfactorily participating in a four-year college or university program leading to a bachelor's degree and that is reasonably expected to lead to an improvement in the caretaker's earning capacity if the caretaker is also working at least 17½ hours per week and earning wages at a level equal to or greater than the minimum amount required under Federal and State Labor Law. The caretaker must demonstrate his or her ability to successfully complete the course of study.</b></p>	<p> <input checked="" type="radio"/> Yes  <input type="radio"/> No         </p>	<p>For PA recipients only with approval from the employment division a four year college program would be the highest level of post-seconary level education that could be approved. This approval would be determined based on the individaul's assessment plan toward self-sufficiency and the district's need to meet Federal and State work participation requirements. Approval for enrollment considers factors such as: the individual's ability to successfully complete the program; whether it is necessary for the achievement of the individual's employment goals outlined in their Employment Plan; and whether such goals relate directly to obtaining employment in an occupation with favorable job prospects. Continued approval of enrollments is based on the participant maintaining satisfactory progress to complete the course of study. Verification of school attendance is the responsibility of the participant</p>
<p><b>11. Families with incomes up to the 200% of the State Income Standard when child care services are needed for the child's caretaker to participate in a program to train workers in an employment field that currently is or is likely to be in demand in the future, if the caretaker documents that he or she is a dislocated worker and is currently registered in such a program, provided that child care services are only used for the portion of the day the caretaker is able to document is directly related to the caretaker engaging in such a program.</b></p>	<p> <input type="radio"/> Yes  <input checked="" type="radio"/> No         </p>	

## Appendix M #1: Reasonable Distance, Recertification Period, Family Share, Very Low Income, Federal and Local Priorities

### I. Reasonable Distance for Public Assistance Recipients to Travel to Child Care and Work

Define "reasonable distance" based on community standards for determining accessible child care.

1. The following defines "reasonable distance":

Child care is **within a reasonable distance** when the provider's location is within 60 minutes travel time

by public or private transportation from the participant's home or activity site.

2. Describe any steps/consultations made to arrive at your definition:

Consultations with Day Care Unit, Employment Program, Temporary Assistance staff and Child Care providers.

## II. Recertification Period

The district's recertification period for low income child care cases is every:

- ☐ Six months
- ☒ Twelve months

## III. Family Share

"Family Share" is the weekly amount paid towards the costs of the child care services by the child's parent or caretaker. Your district must select a family share percentage from 10% to 35% to use in calculating the amount of family share. The weekly family share of child care costs is calculated by applying the family share percentage against the amount of the family's annual gross income that is in excess of the State Income Standard divided by 52.

**Note:** The family share percentage selected here must match the percentage entered in the Program Matrix in the Welfare Management System (WMS) and the Child Care Time and Attendance (CCTA) system.

Family Share Percentage selected by the district:

10%

Additional Description of this Family Share Percentage:

Retroactive to 04/16/2021.

**Note:** The family share percentage selected here must match the percentage entered in the Program Matrix in the Welfare Management System (WMS).

## IV. Very Low Income

Define "very low income" as it is used in determining priorities for child care benefits.

"Very Low Income" is defined as **100%** of the State Income Standard.

## V. Federal and Local Priorities

1. The district must rank the federally mandated priorities. Cases that are ranked 1 have the highest priority for receiving child care assistance. These rankings apply to case closings and case openings.

a. Very low income as defined in Section IV:

- ☒ Rank 1
- ☐ Rank 2
- ☐ Rank 3

b. Families with incomes up to 200% of the State Income Standard that have a child with special needs and a need for child care:

- ☐ Rank 1
- ☒ Rank 2
- ☐ Rank 3

c. Families with incomes up to 200% of the State Income Standard that are experiencing homelessness:

- ☐ Rank 1
- ☐ Rank 2
- ☒ Rank 3

2. Does the district have local priorities?

- ☒ Yes
- ☐ No

If yes, list them below and rank beginning with Rank 4.

Income bands:

0-99% SIS

100-125% SIS

126-149% SIS

150-174% SIS

175-200% SIS

## Appendix M #2: Case Openings, Case Closings, and Waiting List

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### I. Case Openings When Funds Are Limited

If a social services district does not have sufficient funds to provide child care services to all families who are applying, the district may decide to open certain categories of families as funds become available. The district must open federal priorities first. If the district identified local priorities, they must be opened next.

**After the federal and local priorities,** identify the basis upon which the district will open cases if funds become available. Select one of the options listed below and describe the process for opening.

- ☐ 1. Open cases based on **FIRST COME, FIRST SERVED.**
- ☒ 2. Open cases based on **INCOME.**

If opening based on income...

- ☐ The district will open cases starting from the lowest income to the highest income.
- ☒ The district will open cases based on income bands, starting from the lowest income band to the highest income band.

If using income bands, list the bands, starting from the one that will be opened first:

0-99%; 100-125%; 126-149%; 150-174%; 175-200%

- ☐ 3. Open cases based on **CATEGORY OF FAMILY**.
- ☐ 4. Open cases based on **INCOME AND CATEGORY OF FAMILY**.
- ☐ 5. Open cases based on **OTHER CRITERIA**.

## II. Case Closings When Sufficient Funds Are Not Available

If a social services district does not have sufficient funds to continue to provide child care assistance to all families in its current caseload, the district may decide to discontinue child care assistance to certain categories of families. The district must close federal priorities last. If the district identified local priorities, they must be closed next to last. **After the federal and local priorities**, describe the basis upon which the district will close cases if sufficient funds are not available.

**If no priorities are established beyond the federally mandated priorities** and all funds are committed, case closings for families that are not eligible under a child care guarantee and are not under a federally mandated priority must be based on the length of time they have received services (must choose #1 below).

Select one of the options listed below and describe the process for closing.

- ☐ 1. Close cases based on **AMOUNT OF TIME** receiving child care services.
- ☒ 2. Close cases based on **INCOME**.

If closing based on income...

- ☐ The district will close cases starting from the highest income to the lowest income.
- ☒ The district will close cases based on income bands, starting from the highest income band to the lowest income band.

If using income bands, list the bands, starting from the one that will be closed first:

175-200%; 150-174%; 126-149%; 100-125%; 0-99%

- ☐ 3. Close cases based on **CATEGORY OF FAMILY**.
- ☐ 4. Close cases based on **INCOME AND CATEGORY OF FAMILY**.
- ☐ 5. Close cases based on **OTHER CRITERIA**.

### III. Waiting List

The district will establish a waiting list when there are not sufficient funds to open all eligible cases.

- ☐ No
- ☒ Yes

## Appendix M #3: Fraud and Abuse Control Activities and Inspections

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### I. Fraud and Abuse Control Activities

1. Describe below the criteria the district will use to determine which child care subsidy applications suggest a higher than acceptable risk for fraudulent or erroneous child care subsidy payments in addition to procedures for referring such applications to the district's front-end detection system.

The District conducts FEDS investigations on child care subsidy applications if an application contains 1 or more indicator(s) as listed below and the eligibility worker is not confident that the indicator in question has been explained or supported adequately. Once identified, the application is referred to the Special Investigations Division (SID) via the completion of form B-5390 with documentation of the identified indicator for a FEDS investigation. Upon receipt of a child care FEDS referral, an SID Special Investigator is assigned to the case. The Special Investigator schedules an office or home visit with the applicant. The Special Investigator will conduct an investigation and respond to the Day Care Unit within 21 days of the receipt referral as to the findings of the investigation. The eligibility worker will respond to SID within 45 days of the receipt of the findings, by completing the B-5389 SID FEDS/Child CARE Unit Survey Response form and indicating the action taken on the case.

- Information on Child Care Assistance Application is inconsistent with case information
- Applicant indicates he/she is working off the books
- Applicant is self-employed, but cannot provide adequate business records
- Applicant has a prior history of case denial, case closing or overpayment
- Child Care provider lives in the same residence as the child being provided care
- Applicant is employed by the Child Care Facility/provider that the child attends

2. Describe the sampling methodology used to determine which cases will require verification of an applicant's or recipient's continued need for child care, including, as applicable, verification of participation in employment, education, or other required activities.

*The district cannot use criteria such as the age of provider, the gender of provider, a post office box address, or evidence that the child lives in the same residence as the provider as indicators in drawing the sample.*

All applicants upon approval are subject to an initial 90 day review of income verification to determine continued need for child care assistance.

3. Describe the sampling methodology used to determine which providers of subsidized child care services will be reviewed for the purpose of comparing the child care provider's attendance forms for children receiving subsidized child care services with any Child and Adult Care Food Program inspection forms to verify that child care was actually provided on the days listed on the attendance forms.

A random sample of 25 child care providers will be selected on a quarterly basis for the purpose of comparing the child care provider's attendance forms for children receiving subsidized child care

services with any Child and Adult Care Food program inspection forms to verify that child care was actually provided on the days listed on the attendance forms. Any provider selected in the calendar year will not be included in subsequent samples unless a discrepancy is found.

## II. Inspections of Child Care Provider Records and Premises

The district may choose to make announced or unannounced inspections of the records and premises of any provider/program that provides child care for subsidized children to determine if the child care provider is in compliance with applicable laws and regulations and any additional requirements imposed on such a provider by the social services district per 18 NYCRR §415.4(h)(3).

The district has the right to make inspections *prior to subsidized children receiving care* of any child care provider, including care in a home, to determine whether the child care provider is in compliance with applicable laws and regulations and any additional requirements imposed on such a provider by the district.

The district must report violations of regulations as follows:

1. Violations by a licensed or registered child care provider must be reported to the applicable Office of Children and Families (OCFS) Regional Office.
2. Violations by an enrolled or enrolling legally-exempt child care provider must be reported to the applicable Enrollment Agency.

### Does the district choose to make inspections of such child care providers/programs?

- ☐ No.
- ☒ Yes. Provide the details of your inspections plan below.

### Check the organization that will be responsible for conducting inspections:

- ☒ Local social services staff

*Provide the name of the unit and contact person:*

Office of Financial Records Services, Charles Gardinier

- ☐ Contracted Agency *(must correspond to Appendix K, Question 3f)*

*Provide the name of the agency and contact person:*

### The following *types* of subsidized child care providers/programs are subject to this requirement:

#### ☒ Legally-Exempt Child Care

- ☒ In-Home
- ☒ Family Child Care
- ☐ Group programs not operating under the auspices of another government agency
- ☐ Group programs operating under the auspices of another government agency

#### ☒ Licensed or Registered Child Care

- ☒ Family Day Care

- ☒ Registered School-Age Child Care
- ☒ Group Family Day Care
- ☒ Day Care Centers
- ☒ Small Day Care Centers

## Appendix N: District Options

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Districts have some flexibility to administer their child care subsidy programs to meet local needs. Districts must complete Question I below. Note that all districts must complete the differential payment rate table in Appendix T.

I. The district selects:

- ☐ None of the options below
- ☒ One or more of the options below

II. Districts must check the options that will be included in the district's county plan and complete the appropriate appendix for any option checked below.

- ☐ 1. The district has chosen to establish funding set-asides for NYSCCBG (complete Appendix O).
- ☒ 2. The district has chosen to use Title XX funds for the provision of child care services (complete Appendix P).
- ☐ 3. The district has chosen to establish additional local standards for child care providers (complete Appendix Q).
- ☒ 4. The district has chosen to make payments to child care providers for absences (complete Appendix R).
- ☐ 5. The district has chosen to make payments to child care providers for program closures (complete Appendix S).
- ☐ 6. The district has chosen to pay for transportation to and from a child care provider (complete Appendix T).
- ☐ 7. The district has chosen to pay a differential rate for licensed or registered child care providers that have been accredited by a nationally recognized child care organization (complete Appendix T).
- ☐ 8. The district has chosen to pay a differential rate above the required 5% minimum differential rate for child care services during non-traditional hours (complete Appendix T).
- ☐ 9. The district has chosen to pay a differential rate for **licensed/registered** child care providers caring for children experiencing homelessness above the 5% required minimum differential rate (complete Appendix T).
- ☐ 10. The district has chosen to pay a differential rate for **legally-exempt** child care providers caring for children experiencing homelessness (complete Appendix T).

- ☐ 11. The district has chosen to pay a differential rate in excess of the 25% maximum differential rate for child care providers that qualify for multiple differential rates to allow sufficient access to child care providers or services within the district (complete Appendix T).
- ☐ 12. The district has chosen to pay up to 75% of the enhanced market rate for legally-exempt family and in-home child care providers who have completed 10 hours of training, which has been verified by the Legally-Exempt Caregiver Enrollment Agency (complete Appendix T).
- ☐ 13. The district has chosen to pay an enhanced market rate for eligible legally-exempt group child care programs that meet required health and/or training requirements (complete Appendix T).
- ☒ 14. The district has chosen to expand eligibility for child care assistance beyond the requirements of SSL 410-w(9), in order to allow a parent or caretaker who works non-traditional hours to sleep (complete Appendix T).
- ☒ 15. The district has chosen to make payments to child care providers who provide child care services exceeding 24 consecutive hours (complete Appendix U).
- ☐ 16. The district has chosen to include 18-, 19- or 20-year-olds in the Child Care Services Unit (complete Appendix U).
- ☒ 17. The district requests a waiver from one or more regulatory provisions. Waivers are limited to those regulatory standards that are not specifically included in law (complete Appendix U).
- ☐ 18. The district has chosen to pay for breaks in activity for low income families (non-public assistance families) (complete Appendix U).
- ☐ 19. The district has chosen to use local equivalent(s) of OCFS required form(s). Prior to using a local equivalent form the district must obtain OCFS, Division of Child Care Services (DCCS) written approval. **Any previous approvals for local equivalent forms will not be carried forward into this county plan. Therefore, any local equivalent forms a district wishes to establish or renew must be included in this plan and will be subject to review and approval by OCFS.**

List below the names and upload copies of the local equivalent form(s) that the district would like to use.

- ☒ 20. The district elects to use the OCFS-6025, Application for Child Care Assistance. The local district may add the district name and contact information to the form.

## Appendix O: Funding Set-Asides

### I. Total NYSCCBG Block Grant Amount, Including Local Funds

Category	Amount
	\$
	\$

	\$
	\$
	\$
<b>Total Set-Asides (NYSCCBG):</b>	\$

**Describe the rationale behind specific set-aside amounts from the NYSCCBG (e.g., estimated number of children) for each category.**

Category:  
Description:

Category:  
Description:

Category:  
Description:

Category:  
Description:

**II. The following amounts are set aside for specific priorities from the Title XX block grant:**

<b>Category</b>	<b>Amount</b>
	\$
	\$
	\$
<b>Total Set-Asides (Title XX):</b>	\$

**Describe the rationale behind specific amounts set aside from the Title XX block grant (e.g., estimated number of children) for each category.**

Category:

Description:

Category:

Description:

Category:

Description:

## Appendix P: Title XX Child Care

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1. Enter the projected total of Title XX expenditures for the plan's duration: \$

Indicate the financial eligibility limits (percentage of State Income Standard) your district will apply based on family size. Maximum reimbursable limits are 275% for a family of one or two, 255% for a family of three, and 225% for a family of four or more. Districts that are utilizing Title XX funds only for child protective and/or preventive child care services must not enter financial eligibility limits as these services are offered without regard to income.

Family Size	Eligibility Limit
Two People	%
Three People	%
Four People	%

2. Programmatic Eligibility for Income Eligible Families (check all that apply)

- ☐ Employment
- ☐ Seeking employment

- ☐ Homelessness
- ☐ Education / training
- ☐ Illness / incapacity
- ☐ Domestic violence
- ☐ Emergency situation of short duration
- ☐ Participating in an approved substance abuse treatment program

3. Does the district apply any limitations to the programmatic eligibility criteria?

- ☐ Yes
- ☒ No

If yes, describe eligibility criteria:

4. Does the district prioritize certain eligible families for Title XX funding?

- ☐ Yes
- ☒ No

If yes, describe which families will receive priority:

5. Does the district use Title XX funds for child care for open child protective services cases?

- ☒ Yes
- ☐ No

6. Does the district use Title XX funds for child care for open child preventive services cases?

- ☒ Yes
- ☐ No

## Appendix Q: Additional Local Standards for Child Care Providers

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The district may propose local standards in addition to the State standards for legally-exempt providers who will receive child care subsidies issued by the district. This appendix must be completed for **each**

additional local standard that the district wants to implement.

The district must coordinate with the local Enrollment Agency, including, but not limited to:

- Informing the Enrollment Agency of the intent to request an additional standard.
- Developing the stepwise process referenced in Question 5.
- Ensuring that no significant burden of work shall be incurred by the Enrollment Agency as a result of the additional local standard, unless such work is addressed in a separate contract or a formal agreement is in place, which are referenced in Question 3.
- Sharing any consent/release form that may be required.
- Keeping the Enrollment Agency informed of the approval status.

1. Select the additional local standard that will be required of child care providers/programs.

☐ Verification, using the district's local records, that the provider has given the caretaker complete and accurate information regarding any report of child abuse or maltreatment in which he or she is named as an indicated subject

☐ Local criminal background check

☐ Require providers caring for subsidized children for 30 or more hours a week participate in the Child and Adult Care Food Program (CACFP).

*Note that districts are required to notify the Enrollment Agency, using the OCFS-2114, District Notification to Legally-Exempt Caregiver Enrollment Agency, of all providers on the referral list for whom the requirement is "not applicable."*

☐ Site visits by the district

☐ Other  
*Please describe:*

2. Check below the type of child care program to which the additional local standard will apply and indicate the roles of the persons to whom it will apply in cases where the standard is person-specific.

☐ Legally-exempt relative-only family child care program

☐ Provider

☐ Provider's employee

☐ Provider's volunteer

☐ Provider's household member age 18 or older

☐ Legally-exempt relative-only in-home child care program

☐ Provider

☐ Provider's employee

☐ Provider's volunteer

☐ Legally-exempt family child care program

☐ Provider

- ☐ Provider's employee
- ☐ Provider's volunteer
- ☐ Provider's household member age 18 or older

☐ Legally-exempt in-home child care program

- ☐ Provider
- ☐ Provider's employee
- ☐ Provider's volunteer

☐ Legally-exempt group program

- ☐ Director
- ☐ Employee
- ☐ Volunteer

2a. Exceptions: There may be instances when the district may be unable to enact the additional standard, such as, the applicable person may reside outside of the district's jurisdiction, or the site of care may not be located within the district. In such cases, the district may create an exception to the applicability stated above.

*Note: The Child Care Facility System cannot track such exceptions and, therefore, the district remains responsible for notifying the applicable Enrollment Agency, using the OCFS-2114, District Notification to Legally-Exempt Caregiver Enrollment Agency, that an additional standard is "not applicable" to the specific provider/person named on the referral list.*

Place a check mark below to show any exception to the applicability of this Local Additional Standard to programs or roles previously identified.

☐ a. The district will not apply this additional local standard when the applicable person **resides** outside of the subsidy-paying district.

☐ b. The district will not apply this additional local standard when the **program's site of care is located outside** of the subsidy-paying district.

3. Districts are responsible for implementation of the additional local standard unless they have a formal agreement or contract with another organization. Check the organization that will be responsible for the implementation of the additional local standard.

☐ Local social services staff  
*Provide the name of the unit and contact person:*

☐ Contracted agency (must correspond to Appendix K, Question 3b)  
*Provide the name of the agency and contact person:*

*Note: Costs associated with the additional local standard cannot be passed on to the provider.*

4. Are there any fees or other costs associated with the additional local standard?

☐ Yes

☐ No

*Note: Costs associated with the additional local standard cannot be passed on to the provider.*

5. Describe, in chronological order, the steps for conducting the additional local standard. Include how the district will retrieve referrals from CCFS, communicate with providers and other applicable persons, determine compliance with the additional local standard, inform the Enrollment Agency whether the additional local standard has been "met," "not met" or is "not applicable" and monitor its timeliness. Include all agencies involved and their roles. Note that the district's procedures must be in accordance with 12-OCFS-LCM-01.

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6. Indicate how frequently the additional local standard will be applied.

1. The Standard will be applied (check all that apply):

- ☐ At initial enrollment and re-opening
- ☐ At each re-enrollment
- ☐ During the enrollment **review** period

**7. Describe the justification for the additional local standard in the space below.**

## Appendix R: Payment to Child Care Providers for Absences

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1. Our district will only pay for absences to providers with which the district has a contract or letter of intent.

- ☒ Yes  
☐ No

2. The following providers are eligible for payment for absences (check all that are eligible):

- ☒ Day care center
- ☒ Group family day care
- ☒ Family day care
- ☐ Legally-exempt group
- ☒ School-age child care

3. Base Period:

☒ 3 months

☐ 6 months

4. Number of absences allowed per child during base period:

Period	Routine Limits (# of days)	Extenuating Circumstances (# of days)	Total Number of Absences Allowed (# of days)
In a Month	12	3	15
Base Period	12	8	20

**Note:** The number of absences per month and base period selected here must match the attendance group numbers entered in CCTA.

5. List reasons for absences for which the district will allow payment:

When it is necessary for the child or the child's caretaker to appear in court or to keep other appointments related to provision of preventive, foster care, adoption, child protective services, or other needs set forth in the child's Service's Plan; child is ill, handicap or other condition that requires medical care or treatment, or the child requires routine medical care and/or treatment; child's family is homeless and that homelessness necessitates the child's absence from day care.

6. List any limitations on the above providers' eligibility for payment for absences:

Provider must be contracted with Erie County Department of Social Services

**Note:** Legally-exempt family child care and in-home child care providers are **not** eligible to receive payment for absences.

## Appendix S: Payment to Child Care Providers for Program Closures

1. The following providers are eligible for payment for program closures:

- ☐ Day care center
- ☐ Group family day care
- ☐ Family day care
- ☐ Legally-exempt group
- ☐ School-age child care

2. The district will only pay for program closures to providers with which the district has a contract or letter of intent.

☐ Yes

☐ No

3. Enter the number of days allowed for program closures (maximum allowable time for program closures is five days):

4. List the allowable program closures for which the district will provide payment.

*Note: Legally-exempt family child care and in-home child care providers are not allowed to be reimbursed for program closures.*

## Appendix T: Transportation, Differential Payment Rates, Enhanced Market Rate for Legally-Exempt Providers, Legally-Exempt Programs, and Sleep

1. Are there circumstances where the district will reimburse for transportation?

☒ No

☐ Yes

2. If the district will reimburse for transportation, describe any circumstances and limitations the district will use to reimburse. Include what type of transportation will be reimbursed (public and/or private) and how much your district will pay (per mile or trip). Note that if the district is paying for transportation, the Program Matrix in the Welfare Management System (WMS) should reflect this choice.

### II. Differential Payment Rates

1. Districts must complete the Differential Payment Rate Percent (%) column in the table below for each of the four (4) differential payment rate categories. For the two (2) categories that require a state minimum five percent (5%) differential payment rate, the district must enter "5%" or, if it chooses, a higher rate up to 15%.

The other two (2) differential payment rate categories in the table below are optional. If the district chooses not to set differential payment rates, the district must enter zero. If the district chooses to set a differential payment rate, enter the appropriate percentage up to 15 percent (15%). Note that if the district selects a differential payment rate for nationally accredited programs, then that rate must be in the range of five percent (5%) to 15 percent (15%).

Differential Payment Rate Category	Differential Payment Rate Percent	Instructions
<b>Homelessness: Licensed and Registered Providers</b> <b>State required minimum of 5%</b>	5%	Enter a percentage (%): 5% to 15%. ( <i>Must</i> enter at least 5%)

<b>Homelessness: Legally-Exempt Providers</b>	0%	Enter 0% or a percentage (%) up to 15%.
<b>Non-traditional Hours: All Providers</b> <b>State required minimum of 5%</b>	5%	Enter a percentage (%): 5% to 15%. ( <i>Must</i> enter at least 5%)
<b>Nationally Accredited Programs:</b> <b>Licensed and Registered Providers</b> <i>Legally-exempt child care providers are not eligible for a differential payment rate for accreditation.</i>	0%	Enter 0% or a percentage (%) from 5% to 15%.

2. Generally, differential payment rates may not exceed 25% above the applicable market rate or actual cost of care. However, a district may request a waiver from the Office to establish a payment rate that is in excess of 25% above the applicable market rate upon showing that the 25% maximum is insufficient to provide access within the district to child care providers or services that offer care addressing more than one of the differential payment rate categories. However, if your district wants to establish a payment rate that is more than 25% above the applicable market rate, describe below why the 25% maximum is insufficient to provide access to such child care providers or services.

### III. Increased Enhanced Market Rate for Legally-Exempt Family and In-Home Child Care Providers

1. The enhanced market rate for legally-exempt family and legally-exempt in-home child care providers who have completed 10 or more hours of training annually is a 70% differential applied to the market rates established for registered family day care. Indicate if the district is electing to establish a payment rate that is in excess of the enhanced market rate for legally-exempt family and in-home child care providers who have completed 10 or more hours of training annually and the training has been verified by the legally-exempt caregiver enrollment agency.

- ☒ No  
☐ Yes

2. If yes, indicate the percent (71%–75%), not to exceed 75% of the child care market rate established for registered family day care.  
 %

### IV. Enhanced Market Rates for Legally-Exempt Group Child Care Programs

Answer both questions:

1. Indicate if the district is electing to establish an enhanced market rate for child care services provided by legally-exempt group child care programs that have prepared an approved health care plan and have at least one caregiver in each classroom with age appropriate cardiopulmonary resuscitation (CPR) certification and the enhanced requirements have been verified by the enrollment agency.

- ☒ No  
☐ Yes

If yes, indicate the percent (76%–81%), not to exceed 81% of the applicable market rate for day care centers.  
 %

2. Indicate if the district is electing to establish an enhanced market rate for child care services provided by

legally-exempt group child care programs when, in addition to the training required in 18 NYCRR §415.4(f), the caregiver has completed an approved course and a minimum of 15 hours of approved training annually and each employee with a caregiving role completes a minimum of 5 hours of approved training annually and the enhanced requirements have been verified by the enrollment agency.

☒ No

☐ Yes

If yes, indicate the percent (76%–81%), not to exceed 81% of the applicable market rate for day care centers.

%

If a district chooses to establish both legally-exempt group child care enhanced rates and a program is eligible for both enhanced rates, then the enhanced market rate must be based on the percentages selected for each individual market rate, up to a maximum of 87%.

## V. Sleep

In accordance with SSL 410-w(9), up to eight hours of additional child care assistance must be authorized for all eligible children in a family, as needed, in order to allow a parent or caretaker to sleep, if the parent or caretaker works non-traditional hours, is eligible for and provided with child care assistance, and has a child under the age of six and not in school for a full day.

If the district chooses to expand eligibility for child care assistance beyond the requirements of SSL 410-w(9), in order to allow a parent or caretaker who works non-traditional hours to sleep, please describe below:

Additionally, Erie County will authorize up to 8 hours of child care assistance, as needed, to allow a parent or caretaker to sleep, if the parent or caretaker works non-traditional hours, is eligible for and provided with child care assistance, and needs child care assistance for children over six years of age and who are not enrolled in school for a full day.

# Appendix U: Child Care Exceeding 24 Hours, Child Care Services Unit, Waivers, and Breaks in Activities

## I. Child Care Exceeding 24 Hours

1. Child care services may exceed 24 consecutive hours when such services are provided on a short-term emergency basis or in other situations where the caretaker's approved activity necessitates care for 24 hours on a limited basis. Check below under what circumstances the district will pay for child care exceeding 24 hours.

☐ On a short-term or emergency basis

☒ The caretaker's approved activity necessitates care for 24 hours on a limited basis

2. Describe any limitations on the payment of child care services that exceed 24 consecutive hours.

Payment for child care is based on the actual cost of care up to the applicable market rate or pursuant to the rate set forth in the day care providers contract with ECDSS.

## II. Child Care Services Unit (CCSU)

### 1. Indicate below if your district will include 18-, 19-, or 20-year-olds in the CCSU for determining family size and countable family income.

a. The district will include the following in the CCSU (check all that apply)

- ☐ 18-year-olds
- ☐ 19-year-olds
- ☐ 20-year-olds

**OR**

b. The district will only include the following in the CCSU when it will benefit the family (check all that apply)

- ☐ 18-year-olds
- ☐ 19-year-olds
- ☐ 20-year-olds

2. Describe the criteria your district will use to determine whether or not 18-, 19-, or 20-year olds are included in the CCSU.

## III. Waivers

1. Districts have the authority to request a waiver of any regulatory provision that is non-statutory. The waiver must be approved by OCFS before it can be implemented. Describe and justify why your district is requesting a waiver.

Regulatory requirements under Part 404 and child care services regulations under Part 415 of Title 18 of the official Compilation of Codes, Rules and Regulations of the State of New York so that social services districts can encourage participation in the Early Head Start Child Care Partnerships and allow flexibility in areas that will promote continuity of service to children, promote school readiness by enhancing their cognitive, social and emotional development and by providing a high quality early childhood experience.

### Following waivers for Early Head Start-Child Care Partnerships :

**Family co-pay** Waive 18 NYCRR § 415.3(e) which requires that each family receiving child care services, with the exception of a family on temporary assistance, pay a family share based on income. This waiver pertains only to families in receipt of child care in lieu of Temporary Assistance, and only for the child (ren) participating in an Early Head Start Child Care Partnership program.

**Flexibility in eligibility periods** Waive 18 NYCRR § 404.1(d) which requires that redetermination be made not less than every 12 months. This waiver will allow districts to match child care eligibility periods to the Early Head Start Child Care Partnership program period regardless of disruptions in the parent's eligibility. This waiver only applies to the child (ren) participating in an Early Head Start-Child Care Partnerships.

**Flexibility in reporting changes in family circumstances** Waive 18 NYCRR § 415.4(b)(2), which requires applicants and recipients to report immediately any change in financial circumstances, living arrangements, employment, household composition, or other circumstances that affect the family's need or eligibility for child care services.

Erie County Department of Social Services will continue to require clients to report income documentation/verification requirements and will determine on a case by case situation if this waiver would pertain only if the parent only has a child participating in an Early Head Start Child Care Partnership program.

#### IV. Breaks in Activities

1. Districts may pay for child care services for low-income families during breaks in activities either for a period not to exceed two weeks or for a period not to exceed four weeks when child care arrangements would otherwise be lost and the subsequent activity is expected to begin within that period. If your district will pay for breaks in activities, indicate below for how long of a break that the district will pay for (check one):

- ☐ Two weeks
- ☐ Four weeks
- ☒ The district will not pay for breaks in activities

2. Districts may provide child care services while the caretaker is waiting to enter an approved activity or employment or on a break between approved activities. The following low-income families are eligible for child care services during a break in activities (check all that are eligible):

- ☐ Entering an activity
- ☐ Waiting for employment
- ☐ On a break between activities

# Non-Residential Domestic Violence Services

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In accordance with the Domestic Violence Prevention Act and subsequent budget provisions, districts are required to provide non-residential services to victims of domestic violence, either directly or through a purchase of service agreement. Whether provided directly or through a purchase of service, **each program** must be approved through the Child and Family Services Plan process.

Non-residential domestic violence programs **must** comply with 18 NYCRR Part 462.

Please provide the information required below.

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## Indicate if Plan has Changed

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Please review your Plan from last year, and then indicate if you will be making any changes to your Plan.

☐ I have read and acknowledge that there are no changes to the previously approved domestic violence non-residential plan.

**STOP HERE. Do not update any information in this section.**

☒ Changes have been made to this plan.

**Please update as needed.**

## County Contact Person

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County Contact Person:

Gavin Kasper

Phone Number:

716-858-6347

E-Mail address:

Gavin.Kasper@erie.gov

## Program Closure

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Program Name:

Date Closed:

Reason for Closing:

# Program Information

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*Complete this section for every program that provides non-residential domestic violence services in the district.*

*To promote accuracy through the review and approval process, OCFS **recommends** that this section be completed by the non-residential domestic violence program.*

Agency Name:

Erie County District Attorney's Office

Program Name (if different):

BE SAFE Program

Business Address:

25 Delaware Avenue, Buffalo, NY 14202

Contact Person:

Tina Pilkey

Telephone number:

716-858-4635

E-mail Address:

tina.pilkey@erie.gov

## Program Requirements

*This program is intended to be a separate and distinct program specializing in services for victims of domestic violence. 70% of the clientele served must consist of victims of domestic violence and their children.*

All questions must be answered

Describe how the program is separate and distinct and how it fits into the overall agency?

The Erie County District Attorney's Office is comprised of 186 employees, 95 of whom are attorneys. The Office is divided into eleven (11) separate prosecution bureaus, one of which is the Special Victims / Domestic Violence (SV/DV) Bureau. Additionally, the office has 2 victim advocacy programs employing 14 victim advocates. One of these programs is the BE SAFE (Buffalo and Erie County - Stopping Abuse in the Family Environment) Domestic Violence Advocacy Program. The BE SAFE Advocate Program is comprised of victim advocates and social workers who assist survivors of domestic violence with needed services, including, but not limited to, court advocacy and accompaniment, supportive counseling, safety planning, information and referral, discussing options for filing charges, shelter, and housing. Prosecutors, investigators and support staff are also assigned to work with the BE SAFE Program. One-hundred percent (100%) of the clientele of the BE SAFE program are survivors of DV. (It is important to note that all clients receive complete access to services and counseling, regardless of their linkage to the court system. Any DV survivor can obtain services by phone or walking into the office, with or without an appointment.)

Describe the eligibility criteria for clients utilizing the services of the non-residential domestic violence program?

BE SAFE serves any person who identifies as an adult survivor of domestic/intimate partner violence. Services are generally available during normal business hours, from Monday through Friday, 8:30 a.m. to 5:00 p.m. at the BE SAFE Program. Services are by phone, appointment, walk-in, or through Buffalo City Court and Erie County Court. Each survivor who frequents the BE SAFE Program receives services from a social worker or victim advocate, regardless of whether they have a criminal case or are interested in pressing charges.

One-hundred percent of BE SAFE's clientele are victims of domestic or intimate partner violence. Services are provided FREE of charge and individuals will not be denied services based on race (actual or perceived), creed,

color, national origin, sexual orientation, gender identity or expression, military status, sex, marital status, or disability. The minimum eligibility criteria needed by the BE SAFE program for services to begin is a simple verbal statement from an individual stating that s/he is a survivor of domestic/intimate partner violence (DV). BE SAFE does not discriminate by providing sex-segregated or sex-specific services.

Describe how special needs populations, including non-English speakers, disabled, and hearing impaired, are accommodated?

BE-SAFE is dedicated to providing culturally appropriate services and has an on-site bi-lingual Spanish-speaking advocate. When needed, BE SAFE will arrange for professionals from other local agencies, such as Community Services for Every1, to assist longer-term needs of clients who have physical or mental disabilities. The office is handicapped accessible and sign language interpreters are available on an on-call basis through other local agencies, such as Deaf Access Services. BE SAFE Advocates also utilize 7-1-1 NY Relay Service to place outreach calls to survivors who are Deaf and Hearing impaired, and the BE SAFE office is equipped with a Captioned Telephone for use by those with hearing impairments. Likewise, BE SAFE coordinates with advocates and interpreters from the International Institute of Buffalo to serve other non-English speaking clients. Language Line is utilized frequently for phone outreach. The BE SAFE office is equipped with laminated language cards from Language Line so that clients who walk in seeking services can easily communicate what language services they will need. Additionally, the BE SAFE Program devised brochures describing their services which have been translated into: Spanish, Burmese, Karen, Kirundi, Arabic, Nepali, Somali, and Vietnamese. BE SAFE is also looking to expand accessibility by providing Video Remote Interpreting Service.

Explain how the location(s) where the non-residential domestic violence services are provided ensures the safety and confidentiality of the persons receiving services and their identities.

**\*DO NOT PROVIDE LOCATION ADDRESS(ES)\***

BE SAFE Advocates work with all clients and walk-ins, not just those individuals with criminal cases. The BE SAFE Office has a separate entrance and waiting area apart from the ECDA's Office, as well as a separate office/hotline number.

Due to the courts being a main entry point for clients entering the DV system, BE SAFE makes every attempt to ensure a comprehensive approach and coverage. When BE SAFE Advocates are working with clients going through the courts, every effort is made to discuss a client's situation privately in the BE SAFE Office. While outside of the courtroom or office, advocates make every attempt to steer discussions to a more private area. Advocates are aware of their surroundings and will always ask clients if there are concerns regarding location, certain situations or individuals. While in court, Court Officers are available to secure the abuser in the courtroom while allowing the victim to leave separately with a "head start". Court Officers can also escort victims out to the parking ramp. In addition, an escort service (to and from the building) is available from the Criminal Investigators of the District Attorney's Office.

BE SAFE Advocates are specifically trained to work with clients on the issue of safety planning within the courts and emotional trauma safety planning for the court experience. Advocates will liaison with Assistant District Attorneys to attempt to limit the survivor's exposure to the perpetrator and the court process.

BE SAFE Advocates maintain electronic case files for each client and every service is documented. The BE SAFE Program utilizes a one-of-a-kind case management system software that is tailored to the needs and services of domestic violence survivors, and ensures more accurate record-keeping. The new database also has a built-in Danger Assessment and specialized prompts for advocates to better track risk and safety concerns.

If a client has an active criminal case and will be working with other service providers in any capacity, Advocates will explain that they cannot disclose information to any party without a release of information signed by the client. It is the policy of the BE SAFE Program to maintain confidentiality (to the extent possible under state and federal laws and statutes). All clients are informed that the information they divulge will be accessible to other BE SAFE Advocates in the case of an absent staff member and in order to provide a continuum of care. BE SAFE Advocates are mandated reporters for Child Protective Services, Adult Protective Services, or Crisis Services/police if the client has expressed suicidal/homicidal thoughts. BE SAFE Advocates explain to clients how any information shared could also be shared again by third parties and the ramifications of this consent.

**Complete chart below**

## Core Services Chart

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Core Service	Days Provided	Hours Provided	Service Delivery Method	Location of Service Provided	Position Providing Service
Telephone Hotline Assistance	5	8:30-5:00 After 5:00pm a client is given 2 options: to leave a direct message for BE SAFE staff if they are not in crisis; or to press the second option and be directly linked with the Haven House 24hr hotline.	phone	25 Delaware, BCC	1 social worker, 5 victim advocates
Information and Referral	5	8:30-5:00	phone and in person	25 Delaware, BCC	1 social worker, 5 victim advocates
Advocacy	5	8:30-5:00	phone and in person	25 Delaware, BCC	1 social worker, 5 victim advocates
Counseling	5	8:30-5:00	phone and in person	25 Delaware, BCC	1 social worker, 5 victim advocates
Community Education and Outreach	varied; as requested	varied			social worker
Optional Services (e.g., Support Groups, children's services, translation services, etc.)	Interpreting and Transportation are varied; as needed	varied	phone/in-person for interpreting and tra		

All core services listed are a requirement listed in 18 NYCRR 462.4 and must be provided directly by the program in a timely manner as defined in the regulation.

### Staffing Requirements

Each program must employ **both** a qualified program director **and** a sufficient number of staff who are responsible for providing core and optional services.

List each of the staff/volunteer **positions** responsible for providing non-residential services including the **title, responsibilities, and qualifications for each position**.\*

\* Do **not** give names or qualifications of current program staff.

## Staffing Chart

Position Title	Responsibilities of Position	Qualifications of Position
Social Worker	Advocate staff supervision, provides all core services to direct caseload of DV clients, community outreach and education	Bachelor's level counseling/social work professional with 5 years of direct DV experience one of which must be in a supervisory capacity.
Victim Advocate (5)	Provides all direct core services to DV clients	Bachelor's or Associates degree in Human Services or related field and 500 hours of direct domestic violence experience.

Agency Name:

Child & Family Services, Haven House

Program Name (if different):

Business Address:

P.O. Box 451, Ellicott Station, Buffalo, NY 14205

Contact Person:

Sara Grady, Director of Domestic Violence Intervention and Intervention Services

Telephone number:

716-335-7411

E-mail Address:

sgrady@cfsbny.org

### Program Requirements

*This program is intended to be a separate and distinct program specializing in services for victims of domestic violence. 70% of the clientele served must consist of victims of domestic violence and their children.*

All questions must be answered

Describe how the program is separate and distinct and how it fits into the overall agency?

The non-residential domestic violence (DV) services program provided by Haven House is called the Counseling and Advocacy Program (CAP). It is located on the same campus as the shelter and transitional housing, but in a separate and private area of the building. Only domestic violence services are provided at this confidential location. CAP receives referrals from the Haven House 24 hour hot-line, as well as from additional community referral sources. 100% of CAP clients are victims/survivors of domestic violence.

Haven House CAP is one program in a continuum of services provided by Child & Family Services. The services provided by CAP are consistent with the mission and vision of Child & Family Services, to "strengthen families and promote the wellbeing of children through prevention, intervention, education and advocacy." Residential and nonresidential services to victims of DV are organized under "one roof" within three distinct cost centers. Haven House has a rich history in the community and serves a very specialized population, but it also works very collaboratively with the other programs offered at Child & Family Services. For instance, clients may utilize the Family Mental Health Center to address additional mental health needs, and children of clients may benefit from in-home preventive services.

Describe the eligibility criteria for clients utilizing the services of the non-residential domestic violence program?

Haven House provides services to victims of domestic violence and their children up to age 18. The minimum

**Erie County:** Non-Residential Domestic Violence Services

requirement for services is a statement documenting that she or he is a victim of domestic violence. The majority of CAP clients are either complainants in a criminal domestic violence incident or petitioners in a Family Offense matter in Family Court. In addition, all clients complete a Danger Assessment with their counselor or advocate, which defines the level of risk each client may be facing. The core services are provided throughout Erie County in several confidential locations. Demographically, CAP clients represent the full range of the ethnic/racial/income/age composition of Erie County's population, and attempts are made to ensure that CAP staff reflect the ethnic composition of the community served. Haven House is collaborating with the LGBT DV Committee and the Pride Center of WNY to serve lesbian, gay, bisexual, and transgender victims of DV.

#### Fee Policies and Procedures:

All Haven House services in the Counseling and Advocacy Program are provided free of charge.

Describe how special needs populations, including non-English speakers, disabled, and hearing impaired, are accommodated?

#### Clients with Special Needs/non-English speaking clients Non-English Speaking:

- Some Haven House staff are bi-lingual, offering fluency in Dutch languages.
- Haven House has a long-standing partnership with the International Institute of Buffalo, utilizing their interpretation services for non-English speaking clients.
- Haven House can utilize the Language Line either remotely or at the main site on a 24/7 basis.
- In Family Court, an interpreter may be available through the court - if an interpreter is not available, Haven House is able to access the Language Line at Erie County Family Court.
- Haven House's Safety Plan has been translated into Spanish.

#### Physically Handicapped/Visually Impaired:

- All offices used by CAP are completely handicapped-accessible and accessible for those with visual impairments.

#### Hearing/Speech Impaired:

- For hearing impaired callers, HH is able to use the TYY/TDY services.
- Child and Family Services has a contract with Deaf Adult Services for an interpreter to be available as-needed.

Explain how the location(s) where the non-residential domestic violence services are provided ensures the safety and confidentiality of the persons receiving services and their identities.

#### **\*DO NOT PROVIDE LOCATION ADDRESS(ES)\***

The main Haven House location is confidential (street address is not published), secure and locked, permitting entry only to those who have scheduled appointments. Unless there are unusual circumstances, clients are advised to come to their appointments alone and to keep the meeting place confidential. The primary location of CAP has an extensive security system in place. Haven House CAP reception area is HIPAA compliant, and confidential information is kept in locked file cabinets in locked offices. All staff are trained in responding to emergencies, such as abusers on premises. In addition, the Haven House phone number is a private blocked number that is not displayed on Caller IDs or cell phones.

CAP staff located in public agencies such as the courts or police stations have a private locked office. They also work closely with police agencies to assist with any safety issues for clients, including escorting if necessary. All individuals entering most court buildings are required to pass through metal detectors and are screened by Court Officers. Police and Court Officers are present to provide security assistance if needed for the clients and advocates working in police departments and court buildings. For the off-site services, client records are kept in locked filing cabinets in locked offices, accessible only by authorized Haven House personnel.

No information about a client is ever released without the client's consent, unless there are concerns about child safety or lethality towards self/others. Clients are given written HIPAA Privacy Notices at their initial meeting with an advocate or counselor and the CAP Confidentiality Policy is reviewed orally.

HH CAP complies with the extensive Confidentiality Policies and Procedures of Child & Family Services. Confidentiality is an essential aspect of staff training, and confidentiality issues are discussed at almost every CAP Team Meeting. If clients wish, they may receive services anonymously.

Although community members are able to contact Haven House through email via the Child & Family Services website, staff only provide very basic information in this manner generally, individuals will be directed to contact the Haven House Hotline for personal safety planning and they will be advised about the risks involved with safety planning via email and social media. Haven House does not maintain a presence on social media other than the Child and Family Services website and Facebook.

Complete chart below

## Core Services Chart

Core Service	Days Provided	Hours Provided	Service Delivery Method	Location of Service Provided	Position Providing Service
Telephone Hotline Assistance	7 days a week	24	telephone	Haven House	Counselors
Information and Referral	7 days a week	24	telephone	Haven House	Counselors
Advocacy	5 days M-F	up to 12 hrs per day to accommodate night court	telephone and in person	multiple locations throughout Erie County	Advocates
Counseling	5 days M-F	up to 12 hrs/day	telephone and in person	HH and 4 locations in Erie County	Counselors
Community Education and Outreach	5 days M-F/weekends as needed	as needed	in person	various	Community Relations Coordinator
Optional Services (e.g., Support Groups, children's services, translation services, etc.)	6-7 days/week	as needed	in person	various	Counselors

All core services listed are a requirement listed in 18 NYCRR 462.4 and must be provided directly by the program in a timely manner as defined in the regulation.

### Staffing Requirements

Each program must employ **both** a qualified program director **and** a sufficient number of staff who are responsible for providing core and optional services.

List each of the staff/volunteer **positions** responsible for providing non-residential services including the **title, responsibilities, and qualifications for each position**.\*

\* Do **not** give names or qualifications of current program staff.

## Staffing Chart

Position Title	Responsibilities of Position	Qualifications of Position
Director of Domestic Violence Prevention and Intervention Services	Responsible for the overall management of Haven House, ensuring regulatory compliance with local, state, and federal guidelines. Manages program finances and reporting requirements, and seeks additional funding as needed. Represent Haven House in the community, as well as on a state and national level. Responsible for the day-to-day management of Haven House, program development and coordination, assists with compliance of direct services and monitoring with local, state, and federal funding sources.	Masters Degree in Social Work, Human Services, or Counseling. Five years supervisory experience. Experience with domestic violence.

Provides on-call coverage as needed. Offers outreach and community education. Provides direct supervision to the Supervising Counselors.

CAP Supervising Counselor	Provide Domestic Violence Education Groups to assigned clients	Position 3: Qualifications Bachelor of Social Work (Master's preferred), a related degree may be accepted in some instances; prior supervisory experience is preferred
Social Worker	Individual and group counseling with victims of domestic violence, safety planning, self-sufficiency planning, crisis intervention, information and referrals, advocacy, facilitate support groups.	Bachelor of Social Work degree (BSW), a related degree with experience may be accepted
Advocate	Provide advocacy, court accompaniment, and safety planning for victims of domestic violence.	Bachelor of Social Work degree (BSW), a related degree with experience may be accepted
Economic Empowerment Specialist	Provides financial education groups to victims of domestic violence and one-on-one financial coaching to Haven House clients.	Bachelor's degree in social work, human services, or a closely related field. Experience in human services and/or finance is preferred.
High Risk Team Coordinator	Works in coordination with the HRT Planning Team to facilitate and expand the innovative work of the multidisciplinary team. The Coordinator is responsible for leadership, management and facilitation of the HRT. Responsible for systemic reform, community collaborations, and social change activism to end domestic violence.	Master of Social Work Degree (MSW) or closely related graduate degree. At least three years of paid field experience.

Agency Name:

Erie County Sheriff's Office

Program Name (if different):

Domestic Violence Unit

Business Address:

134 W. Eagle Street, 4th Floor, Buffalo, NY 14202

Contact Person:

Brian Mohr, Domestic Violence Coordinator

Telephone number:

716-858-7063 or 716-341-5757

E-mail Address:

Brian.Mohr@erie.gov

**Erie County:** Non-Residential Domestic Violence Services

## Program Requirements

*This program is intended to be a separate and distinct program specializing in services for victims of domestic violence. 70% of the clientele served must consist of victims of domestic violence and their children.*

All questions must be answered

Describe how the program is separate and distinct and how it fits into the overall agency?

Part of a county-wide police agency - Unit Coordinator is a police officer; Advocates are available in police substations and courts throughout Erie County; Seneca-speaking advocate on staff; Liaison and advocate to Tribal Courts; Crisis Services representative/advocate on site; Team Leader for Veteran's Court; Collaborates with the District Attorney's Office; Provides transportation to court if necessary; Provides educational presentations and training to law enforcement agencies; Strategic partner in the development of the Tribute Garden (Isleview Park in Tonawanda, NY) for victims of domestic violence; Established two women's coffee hours discussing a myriad of issues, especially domestic violence (one in Lancaster, NY and the other in Grand Island, NY); Presentations in local schools regarding bullying, cyber-bullying, and teen dating violence; Presentations on Safety Awareness for the elderly throughout Erie County; Receives training from NYS OPDV in Albany, NY.

Describe the eligibility criteria for clients utilizing the services of the non-residential domestic violence program?

The unit staff responds to all domestic violence reports handled by police officers in areas policed by officers of the Erie County Sheriff's Office. All victims reported are eligible for services provided by the Erie County Sheriff's Office Domestic Violence Unit. Other individuals are referred through outside agencies such as schools and outreach programs that cannot provide domestic violence advocacy services. The Domestic Violence Advocates provide support, assistance, and necessary referrals to victims with special needs by ensuring their immediate safety and provide assistance in accessing required and needed services.

Individuals with special needs are serviced by our D.V. Unit by using existing resources available to the Sheriff's Office in the community. Our offices are handicap accessible as are all court buildings. We accommodate these individuals as we would those who do not present any physical disabilities, ensuring that they obtain the services needed for their safety and the safety of their children. If transportation is an issue, we would contact or provide the individual with the local transportation information in their area to address their transportation needs.

We have a Seneca Speaking D.V. Advocate and a Spanish Speaking D.V. Advocate on staff. If an individual requires an interpreter for any another language or if the individual is hearing impaired, we then engage the services of the International Institute located at 864 Delaware Avenue in Buffalo, NY. They provide translation/interpretation and sign language services for the Sheriff's Office free of charge.

Describe how special needs populations, including non-English speakers, disabled, and hearing impaired, are accommodated?

The Domestic Violence Unit Advocates provide services to all populations of society. Our offices are located in buildings that have handicapped access. We have a Spanish-speaking and a Seneca-speaking advocate on our staff. Should we need a language interpreter, the Sheriff's Office has an agreement with the International Institute of Buffalo located at 864 Delaware Avenue, Buffalo, NY 14209. Clients who have learning disabilities are guided through the process of safety planning, etc. with the advocate reviewing all documentation and instructions with them. The advocate ensures their full understanding of any materials and/or instructions they receive. We respect all cultural differences.

The Erie County Sheriff's Office also utilizes the services of Deaf Access Services (DAS) to provide sign language and interpretation services for the deaf / hearing impaired. They are a non-for-profit organization and an affiliate of People, Inc. located at 2495 Main Street, Suite 446, Buffalo, NY 14214.

Explain how the location(s) where the non-residential domestic violence services are provided ensures the safety and confidentiality of the persons receiving services and their identities.

**\*DO NOT PROVIDE LOCATION ADDRESS(ES)\***

Advocates offer to meet clients in a public setting of their choice so as not to be conspicuous. Advocates wear plain clothes or office attire. Specific locations are available should a client prefer to meet in an office setting. Offices are located in the substations, court buildings, and our main office at 134 W. Eagle Street. The advocates do everything in their power to ensure the safety of their client.

Complete chart below

## Core Services Chart

Core Service	Days Provided	Hours Provided	Service Delivery Method	Location of Service Provided	Position Providing Service
<b>Telephone Hotline Assistance</b>	Monday through Sunday	24 hours a day	Telephone, in person	Substations, public places such as coffee shops, main offices	Domestic Violence Coordinator, Domestic Violence Advocates
<b>Information and Referral</b>	Monday through Friday	7:45 am - 4:00 pm	In person, via telephone	Sheriff Office locations throughout the County, Courts, DSS, DA's Office, Haven House, Cornerstone Manor, CPS, Adult Protection Services	Domestic Violence Coordinator, Domestic Violence Advocates
<b>Advocacy</b>	Monday through Friday	7:45 am - 4:00 pm	In person, via telephone	Grand Island, Clarence, Akron, Newstead, Elma, Alden, Marilla, Boston, Colden, Holland, Brant, North Collins, Collins, Gowanda, Concord, Springville, Sardinia, Seneca Nation of Indians, Public such as coffee shops, offices at 134 W. Eagle Street in Buffalo	Domestic Violence Coordinator, Domestic Violence Advocates
<b>Counseling</b>	Monday through Friday	7:45 am - 4:00 pm	In person, via telephone	Substation Offices, Court Offices and all areas listed under Advocacy Locations	Domestic Violence Coordinator, Domestic Violence Advocates
<b>Community Education and Outreach</b>	Monday through Friday	7:45 am - 4:00 pm	Presentations, meetings, email	Schools, Employers, Community-based Agencies, Police Agencies	Domestic Violence Coordinator, Domestic Violence Advocates
<b>Optional Services (e.g., Support Groups, children's services, translation services, etc.)</b>	Monday through Friday	7:45 am - 4:00 pm	Women's Coffee Hour, Meetings, Translation for Spanish-speaking and Seneca-speaking individuals	Lancaster, Grand Island, Courts, and other meeting places as previously listed, ZOOM Group Meetings	Domestic Violence Coordinator, Domestic Violence Advocates

All core services listed are a requirement listed in 18 NYCRR 462.4 and must be provided directly by the program in a timely manner as defined in the regulation.

## Staffing Requirements

Each program must employ **both** a qualified program director **and** a sufficient number of staff who are responsible for providing core and optional services.

List each of the staff/volunteer **positions** responsible for providing non-residential services including the **title, responsibilities, and qualifications for each position\***.

\* Do **not** give names or qualifications of current program staff.

## Staffing Chart

Position Title	Responsibilities of Position	Qualifications of Position
Domestic Violence Coordinator/Specialist	Coordinates and administers the program. He ensures that all eligible persons receive the core and optional services appropriate to their needs. He interacts with victims in person and via telephone and provides information regarding safety planning. He provides information and referral services, advocacy, transportation if necessary, telephone hotline assistance, accompanies victims to court proceedings. He also does community outreach and education, and acts as a liaison to all agencies, courts, law enforcement, and municipal organizations necessary to the services needed or provided.	Specialist/Supervisor specifies that the incumbent must be a police officer with at least nine years of sworn police experience, 4 years of relevant experience, one of which must be supervisory.
Domestic Violence Advocate	Responsible for supporting victims of domestic violence by providing information to ensure their immediate safety; referrals to appropriate agencies for needs such as housing, public assistance, court proceedings, application for orders of protection, etc. Advocates also conduct information and educational presentations to groups within the community.	Graduation from a regionally accredited or NY registered four-year college or university with a Bachelor's Degree and two years experience which includes family and domestic violence assessment; or high school graduate or high school equivalency and six years of experience which includes family and domestic violence assessment in a public or private agency; or an equivalent combination of training and experience as defined. NOTE: All advocates employed by the Erie County Sheriff's Office must pass a civil service examination for this position within the County of Erie, NY.
Team Resource Worker	Responsible for maintaining records, statistical database, and reports to the State; produces educational and informational materials, brochures, etc. for mailings and presentations; access to various databases to provide support to advocates regarding active cases; ensures all police reports concerning domestic violence calls are documented and distributed to advocates in their	Graduation from high school or possession of a high school equivalency diploma and three years of office experience, at least one year of which includes computer graphics or related experience. Individual must pass a Civil Service examination for this position within the County of Erie.

assigned areas.

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Agency Name:

Suicide Prevention and Crisis Services (Crisis Services)

Program Name (if different):

Advocate Program

Business Address:

100 River Rock Drive Suite 300, Buffalo, NY 14207

Contact Person:

Caitlin Powalski

Telephone number:

716-834-2310 x4410

E-mail Address:

CPowalski@crisisservices.org

### **Program Requirements**

*This program is intended to be a separate and distinct program specializing in services for victims of domestic violence. 70% of the clientele served must consist of victims of domestic violence and their children.*

All questions must be answered

Describe how the program is separate and distinct and how it fits into the overall agency?

Crisis Services (CS) established in 1968, is a private, not for profit mental health, human service and crime victim service agency with a mission dedicated to promoting the health, safety and well-being of the community through prevention, education, immediate intervention and access to community wide resources 24 hours a day. CS employs 68 Full Time and 17 Part Time staff and maintains a core of 55 trained volunteers. Crisis Services is comprised of 3 main departments: the Crisis Counseling Program; Emergency Mental Health Response Services and; the Advocate Program.

Crisis Services is the most comprehensive crisis center in Western New York area and offers the only 24 Hour Hotline of its kind in Erie County. The Crisis Services Advocate Program is a New York State Approved Non Residential Domestic Violence Service Provider as well as certified as the New York State Department of Health Designated Rape Crisis Center for Buffalo and Erie County.

The hub of our agency is our 24-hour Crisis Counseling Program that provides immediate response to all callers, offering assessment, supportive counseling, crisis intervention, referral and information. From the experience of our agency's programs, our hotline counselors have expertise in homelessness, domestic violence, sexual assault, elder abuse, suicide prevention, trauma response, and response to mental health crisis. In addition to our staffed hotline 24 hours a day, the Emergency Mental Health Response Services program provides services 24 hours day with a combination of office hours every day of the week and evening/overnight on-call hours.

The Advocate Program provides services to survivors of domestic violence, family violence, elder abuse and sexual assault. The program averages at least 75% of the caseload as being survivors of domestic violence. The program also provides training and coordination of most Sexual Assault Nurse Examiners in Erie County. Since Sept 30, 2010, the Advocate Program has also been the proud operator of the NYS Domestic and Sexual Violence Hotline as well as the local Domestic Violence Helpline since 2012. In 2019, the Department began operation of the NY State Prison Rape Elimination Act (PREA) Hotline. Advocate staff have dedicated office space at the main agency address and there are also staff that are co-located at various locations including the Buffalo Police Department, the Town of Tonawanda Police Department and the Erie County Sheriff's office.

**Erie County:** Non-Residential Domestic Violence Services

Describe the eligibility criteria for clients utilizing the services of the non-residential domestic violence program?

Crisis Services Advocate Program victim services are free to individuals. The minimum eligibility criteria Crisis Services requires is a verbal statement from an individual that s/he is a victim of domestic violence. Any and all victims, their family members or friends who are experiencing domestic violence are eligible for services from the Advocate Program.

Our language access plan includes use of 711/Deaf Relay for clients who are hearing impaired as well as Eriksen Translation services as language line access to be able to provide intervention for non-English speaking clients in their own language. We have service agreements with Journey's End (for face to face interpretation services) and Deaf Adult Services (for Deaf and Hard of Hearing face to face interpretation services) to utilize when needed. We also have a limited number of bilingual, Spanish and English, speaking staff. The agency's facilities are all handicapped accessible. Advocate Program staff is cross trained to assess individuals for mental health concerns and to provide appropriate linkage and/or referral. In an effort to meet the needs of our community, the agency works hard to recruit a diverse staff. Staff composition currently represents various backgrounds including male and female identified staff and staff who identify as African American, Latina and Caucasian.

Describe how special needs populations, including non-English speakers, disabled, and hearing impaired, are accommodated?

Explain how the location(s) where the non-residential domestic violence services are provided ensures the safety and confidentiality of the persons receiving services and their identities.

**\*DO NOT PROVIDE LOCATION ADDRESS(ES)\***

Face-to-face contact with victims/survivors occurs at a variety of places throughout Erie County as long as that location is consider a safe space for the survivor and Crisis Services staff. Locations include: Crisis Services; the client's home; the home of the client's friend; a local community site; hospital emergency-rooms; various courts throughout the county; designated meeting rooms and/or staff office space at co-located agencies (e.g. Town of Tonawanda Police Department, the Erie County Sheriff's Office, Buffalo Police Department headquarters, college campuses); the Family Justice Center, and/or any other mutually safe location victims/survivors may choose.

Crisis Services confidentiality policy follows the New York State Mental Hygiene Law and Health Insurance Portability and Accountability Act (HIPPA). All staff, volunteers and board members are required to sign an agency confidentiality statement. All staff and volunteers who have direct contact with clients are required to have a background check and fingerprinting. All clients' information is maintained in designated cabinets, within a locked room, to which only authorized personnel have access. Information on clients is also maintained in a computer database that has a "lock-down" feature and only allows access by designated Advocate Program staff. When a client interacts with this program, permission about means of future contact is always requested and the program utilizes signed releases of information on a regular basis. The only time that confidentiality may be breached is when the client is at harm to self, harm to others, or it is suspected that a child is being abused or maltreated.

The Advocate Program offices are designed to maximize client convenience, safety, and confidentiality. Located on an easily accessed public bus route, there also is a separate, dedicated, lighted parking lot in front of Crisis Services. The building is locked at all times, and there is only one client entrance. All visitors must use the intercom system, and can only be accessed by a staff member unlocking the door from the inside (manually by being electronically "buzzed in".) There are closed circuit cameras outside the building that allow designated staff and managers the ability to view the parking lot, front entrance and areas around the building for enhanced safety measures of our clients, staff and volunteers. COVID-19 Safety Plan and reduced building occupancy is still in effect for Q1 and Q2.

**Complete chart below**

## Core Services Chart

Core Service	Days Provided	Hours Provided	Service Delivery Method	Location of Service Provided	Position Providing Service
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<b>Telephone Hotline Assistance</b>	24/7	24/7	Hotline	Hotline at agency	Hotline Counselor
<b>Information and Referral</b>	24/7	24/7	Hotline phone. Service is also provided by co-located and in-house FV case managers. This can take place over the phone from their office or out in the community when providing accompaniments.	Hotline, Co-located police departments, In-house at agency	Hotline Counselor, FV Case Managers (2), EA Case Manager
<b>Advocacy</b>	Weekdays (M-F), 24/7 for Hospital Accompaniment	Monday-Thursday 8a-8p, Friday 8a-5p, 24/7 for Hospital Accompaniment	Service is provided by co-located and in-house FV case managers. This can take place over the phone from their office or out in the community when providing accompaniments. face to face for hospital accompaniment	Co-located police departments, In-house at agency	FV Case Managers (2), EA Case Manager, Hospital Accompaniment: all staff
<b>Counseling</b>	24/7	24/7	Hotline phone. Service is also provided by co-located and in-house FV case managers. This can take place over the phone from their office or out in the community when providing accompaniments.	Hotline, Co-located police departments, In-house at agency, Face to face at client meetings and/or hospital	Hotline Counselor, FV Case Managers (2), EA Case Manager, Hospital: all staff
<b>Community Education and Outreach</b>	Monday - Sunday	8a - 5p, evening and weekend requests considered	Service is provided via presentations, trainings, and workshops.	Community Education takes place at the location of the requestor, so often out and within the community (e.g. high schools, college	Advocate Educator/Trainer Prevention Education Specialists (2)

campuses,  
other  
agencies,  
etc.)

<b>Optional Services (e.g., Support Groups, children's services, translation services, etc.)</b>	24 hour hospital response by trained staff and/or volunteer to all 10 Erie County emergency departments whenever a victim of domestic violence, family violence, elder abuse, rape or sexual assault presents. Advocate staff also answer the NYS Domestic and Sexual Violence Hotline/Chat/Text and PREA Hotline, on behalf of NYS OPDV.				
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All core services listed are a requirement listed in 18 NYCRR 462.4 and must be provided directly by the program in a timely manner as defined in the regulation.

### Staffing Requirements

Each program must employ **both** a qualified program director **and** a sufficient number of staff who are responsible for providing core and optional services.

List each of the staff/volunteer **positions** responsible for providing non-residential services including the **title, responsibilities, and qualifications for each position**.\*

\* Do **not** give names or qualifications of current program staff.

## Staffing Chart

Position Title	Responsibilities of Position	Qualifications of Position
Director, Advocate Program	Manage all aspects of the 24-hour operation of staff and volunteers of the Advocate Program (Erie County's Rape Crisis Center & NYS approved Non-Residential Domestic Violence Service Provider), Sexual Assault Forensic Examiner Program, NYS Domestic and Sexual Violence Hotline, 24-Hour Domestic Violence Hotline Response for Erie County: DV Helpline and Sexual Violence Prevention and Education initiatives. Serve as a member of the Agency's	Master's Degree in social work, psychology, counseling, psychiatric/community nursing or any combination of education and experience that would provide an equivalent background. Minimum of 4 years' professional experience, including two years of relevant direct service experience preferably in social work; public health and/or sexual

Leadership Team helping to provide guidance and input on agency operations and administrative duties. Provide recruitment, training and on-going clinical supervision of program staff and volunteers. Assure continuity of quality services to survivors of family violence, rape, sexual assault and elder abuse by negotiating and maintaining effective interagency and community multidisciplinary communication. Assure service availability and consultation on a 24-hour basis.

violence prevention work. At least two years of supervisory experience. Successful track record navigating complex budgetary processes and leading cross-functional teams to achieve agency-wide goals preferred. Must successfully complete Advocate Program training.

#### Advocate Supervising Counselor

The Supervising Counselor of the Advocate Program is responsible for assisting the Director and program managers in the direction and oversight of the Advocate Program. The Supervising Counselor will assist in staff supervision, case management and Hotline operations, staff recruitment, training; assist with community training and liaison activities with other agencies. Provide 24 hour on call consultation to staff.

Master's degree in social work and licensure, human services, counseling, or other relevant degree. Minimum two (2) years of recent full-time professional experience providing direct client services required (may substitute field placement experience for one year of professional work experience); minimum one (1) year professional experience in staff training, development and supervision preferred. Experience with crisis situations including domestic and sexual violence as well as quickly establishing rapport with clients helpful. Demonstrated ability and experience working with diverse populations. Must successfully complete Advocate Program training.

#### Family Violence/Domestic Violence Case Manager

Provide crisis intervention, case management, advocacy and follow-up services to victims of Domestic Violence who present in Erie County emergency departments; provide comprehensive services in partnership with police, district attorney and other community-based agencies serving victims of Domestic Violence. Provide linkage to other Crisis Services Programs.

Bachelor's Degree from an accredited college and/or university in human service field, sociology, psychology, social work or relevant field. Minimum of 3 years' experience, preferably providing direct services in family violence. Awareness of best practices of domestic violence prevention, risk reduction and survivor support strategies. Demonstrated ability and experience working with diverse populations. Must have valid, clean NYS driver's license, and access to an automobile. Must successfully complete Advocate Program training.

#### Elder Abuse Case Manager

Provide crisis intervention, on-going support and advocacy for elder domestic/family/sexual abuse victims in Erie County. Provide comprehensive services in partnership with community-based agencies serving elders as well as criminal justice and family court partners.

Bachelor's Degree from an accredited college and/or university in human service field, sociology, psychology, social work or relevant field. Minimum one (1) year professional experience in human-service industry; preferably providing direct services in elder abuse prevention work. Experience with crisis situations and

		quickly establishing rapport with clients preferred. Demonstrated ability and experience working with diverse populations. Must have valid, clean NYS driver's license, and access to an automobile. Must successfully complete Advocate Program training.
Prevention Education Specialist	The Prevention Education Specialist will support the agency's philosophies and programs at all times. The primary content areas of this position are domestic/sexual/family/elder violence. This position will provide leadership in the development and presentation of community education, prevention education and outreach and conduct prevention education activities.	Bachelor's Degree in human service field, public health, social work or education. Excellent presentation skills: the ability to plan, prepare, facilitate and process group presentations for classroom or large groups. Minimum of 3 years' experience, preferably providing direct services in sexual assault and family violence prevention work. Awareness of best practices of sexual violence prevention, risk reduction and survivor support strategies. Demonstrated ability and experience to relate and engage diverse populations in a variety of settings. Must have valid, clean NYS driver's license, and access to an automobile. Must successfully complete Advocate Program training
Advocate Educator/Trainer (Training Specialist)	Conduct community prevention education and trainings. Provide direct training of volunteer hospital advocates; and volunteer recruitment and retention activities.	Bachelor's degree in human services plus 3 years paid experience, preferably with victims of sexual and domestic violence. Must have valid, clean NYS driver's license, and access to an automobile. Must successfully complete Advocate Program training
Advocate Hotline Counselor, (2) Advocate Volunteer	Provide immediate support, information, referral, telephone counseling, safety planning and advocacy to callers throughout Erie County on the local Domestic Violence Hotline. Maintain a working knowledge of current information in regards to sexual violence, domestic violence; state wide resources and procedures, including answering the statewide sexual and domestic violence hotline. Maintain a working knowledge of current information in regards to domestic violence, sexual violence; local resources and procedures. 2) Volunteer: Provide 24 hour response to all Erie County Hospitals when victim of rape, sexual assault, domestic violence, family violence, and elder abuse presents for treatment.	Bachelor's Degree in human service field, public health, social work or relevant field required. (2) Volunteer: Must be cleared through an interview, 18+ years of age, able to commit to at least 6 months of service, and successfully complete 40 hours of volunteer training and maintain advance training and supervision to assure competency .Must have valid, clean NYS driver's license, and access to an automobile.
PT Community Needs Assessment Coordinator	Responsible for the development and implementation of a Community-wide Needs Assessment on Domestic Violence Services in Erie County, NY. Throughout the funded year, the Coordinator will design, implement, review data, and produce an outcomes report for ECDSS	Master's Degree in public health, human services, community planning, or education with a minimum of one (1) year relevant work experience in research design or community mobilization required, and one (1)

outlining gaps and priority areas for county-level resource allocation.

year of relevant work experience in the field of domestic violence strongly preferred. Awareness of best practices related to domestic violence prevention, promotion of protective factors, and trauma informed response. Capable of working with a wide variety of community partners and key stakeholders. Demonstrated ability and experience to relate to and engage diverse populations in a variety of settings.

Agency Name:

Hispanos Unidos de Buffalo, Inc.

Program Name (if different):

New Hope Domestic Violence Program

Business Address:

254 Virginia Street, Buffalo, NY 14201

Contact Person:

Judy Torres

Telephone number:

716-856-7110

E-mail Address:

judtorres@promesa.org

### Program Requirements

*This program is intended to be a separate and distinct program specializing in services for victims of domestic violence. 70% of the clientele served must consist of victims of domestic violence and their children.*

All questions must be answered

Describe how the program is separate and distinct and how it fits into the overall agency?

Hispanos Unidos de Buffalo, Inc. (HUB) New Hope Domestic Violence Program is located in the lower West Side of Buffalo, the heart of the Hispanic community, where we are more accessible to the Hispanic community especially in crisis situations. HUB provides specialized services to Erie County's Hispanic community. We are the region's foremost community based nonprofit providing low income Hispanics, immigrants and others with culturally appropriate bilingual programs addressing serious social and economic needs. We serve a completely underserved population that is most in need of help. Demographic trends indicate that this population will continue to grow. HUB offers an array of services at our location. In addition to our DV program, we have an onsite food pantry, substance abuse clinic, senior adult day care and senior recreation, health home and HIV services, and a Rapid Re-Housing Program for victims with children residing in a shelter where they receive assistance with apartment search and placement and rental assistance. DV program participants may be referred for these services depending on need. All program services at HUB available to the victims are offered in both English and Spanish. Our program and staff are recognized by: the Buffalo Police Department Domestic Violence and Sexual Assault Unit; Haven

House Domestic Violence Shelter and other shelters; Crisis Services; New York State Hotline; City and Family Court, The Family Justice Center and the Erie County Department of Social Services (ECDSS). Collaborations with all the above makes it so much easier for HUB's clients to obtain legal advice and restraining orders.

One hundred percent (100%) of the program's clients are victims of domestic violence, ranging in the ages from 18 to 64 years, the median age being 30. Most clients are non-English speaking, live on the lower West Side of Buffalo, receive some form of public assistance or having no income at all, and have an average of between 3 and 4 school-age children. Our strength lies in our diversity as an organization, which allows us to serve clients from the City of Buffalo and Erie County in need of our services. We attend to the physical safety and emotional well-being of all victims.

HUB specifically uses the Empowerment-based approach to DV service provision which emphasizes focus on the victims' ability to control their own decision making. Once an individual's service plan is in place and their safety plan is implemented, we provide long-term counseling and assistance in achieving financial and social independence. Counseling is designed to increase coping skills and self-confidence and reduce self-blame. Most of our DV victims become engaged in HUB's additional continuum of services from our food pantry, to healthcare, parenting and housing. HUB is recognized for providing bilingual parenting classes which ultimately help the children impacted by DV. The assembling of multiple needed services under one roof is significant because it reduces stress—and the re-traumatization of victims that Trauma Informed Care warns against.

Hispanos Unidos de Buffalo (HUB) is not an exclusive referral-only agency. HUB's New Hope Domestic Violence Program has dedicated staff and space which includes security staff at all times inside and outside of the agency for the safety and well-being of the clients we serve. HUB's domestic violence program provides soft hand care by navigating clients thru the courts and department of social services system (DSS), assisting clients in obtaining orders of protection and filing police reports, obtaining DSS Benefits, Social Security, and SSI. HUB's program also includes translation and interpretation, transportation, linkages to other resources available, support group and parenting workshops where upon workshop conclusion clients receive a Certificate of Completion. HUB has a Rapid Re-Housing Program dedicated to serving domestic violence victims with children that are residing in shelters. HUB assists DV victims with apartment search/placement, rental assistance and obtaining employment. HUB also offers other services that clients may be referred to if needed such as Health Home Care, medical appointment assistance, substance abuse treatment, specialty care services, senior services, housing application assistance and Food Pantry.

Describe the eligibility criteria for clients utilizing the services of the non-residential domestic violence program?

There are no waiting lists or income qualifications to receive services. All persons are presumed eligible for services. Eligible persons are "Victims of Domestic Violence" 16 years or older and their minor children where he or she is a victim of an act that would constitute a violation of the penal law and (1) Such act(s) have resulted or could result in physical or emotional harm to the person or their child or children & (2) Such act or acts have been committed by a family member or household member." Oral declarations of such need are sufficient to establish eligibility for DV services. Also, Hispanos Unidos de Buffalo, Inc. (HUB) is a handicapped accessible facility.

1. HUB has a very long history of providing services to non-English speakers, including the immigrant community. Though its long standing relationship with organizations such as the International Institute HUB is able to service a variety of other nationalities.
2. HUB has a variety of programs and a long history of providing services to the homeless population via the Food Pantry, Rapid Re-Housing Program, and former Transitional Supportive Housing Program.
3. Via HUB's Preventive Service Program, we offer case management services to families deemed at risk and most of those referrals include issues of Domestic Violence as a reason for the referral to the program.
4. HUB has also serviced individuals with hearing impairments, mental health and Developmental Disabilities, and substance abuse issues.

Describe how special needs populations, including non-English speakers, disabled, and hearing impaired, are accommodated?

Hispanos Unidos of Buffalo (HUB) is handicapped accessible. Our building is equipped with wide doors, an elevator, and ramp for clients with wheel chairs and other physical disabilities. HUB's Domestic Violence staff are bilingual and fluent in both Spanish and English. We have other bilingual staff that can serve as interpreters that are fluent in Arabic, French, Macedonian and Ukrainian and also have a contract with the Language Line. For the hearing-impaired, we have an ASL-Certified generalist level staff member, as well as staff utilizing note and pad to communicate.

Explain how the location(s) where the non-residential domestic violence services are provided ensures the safety and

confidentiality of the persons receiving services and their identities.

**\*DO NOT PROVIDE LOCATION ADDRESS(ES)\***

Every person that enters the building must be buzzed in to get inside the building and signed in at the reception area. All entrance are completely secured in which only the staff having access in navigating throughout the building. Each department is notified that someone is waiting to see them, and then the staff person must escort them to their office and back out of the building when they leave. The sign-in sheet also provides us with a timetable of when clients or visitors come into our office. For security reasons, clients that are identified that they are here to see one of the domestic violence staff, do not have to sign in and are immediately escorted into the office. No one is given information about the victim being there. Also, HUB has security personnel inside and outside the building. DV offices are located in a separate building, which has security on-site.

Complete chart below

## Core Services Chart

Core Service	Days Provided	Hours Provided	Service Delivery Method	Location of Service Provided	Position Providing Service
Telephone Hotline Assistance	Monday - Friday	8:30 am - 4:30 pm Afterhours, HUB provides an outgoing message with HUBS' DV Hotline # (716-481-8867) in the event of an emergency where clients can call and speak with an advocate.	Call	HUB	DV Staff
Information and Referral	Monday-Friday	8:30 am - 4:30 pm	Walk - Ins, by phone	HUB	DV Staff
Advocacy	Monday-Friday	8:30 am - 4:30 pm	Walk - Ins, by phone	HUB, court, DSS	DV Staff
Counseling	Monday-Friday	8:30 am - 4:30 pm	Individual and in groups	HUB	DV Staff
Community Education and Outreach	Monday-Friday	8:30 am - 4:30 pm	Brochures, Media	Special events	Program Coordinator
Optional Services (e.g., Support Groups, children's services, translation services, etc.)					

All core services listed are a requirement listed in 18 NYCRR 462.4 and must be provided directly by the program in a timely manner as defined in the regulation.

### Staffing Requirements

Each program must employ **both** a qualified program director **and** a sufficient number of staff who are responsible for providing core and optional services.

List each of the staff/volunteer **positions** responsible for providing non-residential services including the **title, responsibilities, and qualifications for each position**.\*

\* Do **not** give names or qualifications of current program staff.

# Staffing Chart

Position Title	Responsibilities of Position	Qualifications of Position
Program Coordinator / Community Educator	Oversight and development of the program including community outreach and educational sessions.	Master's or Bachelor's Degree with a minimum of 4 years of relevant experience, one of which must be supervisory.
Case Manager	Involved in direct victim relationships, assisting with program planning, setting goals and objectives, assisting victims with referrals, advocacy, and crisis intervention.	Bachelor's Degree or minimum of 45 credit hours.
Case Manager / Housing Liaison	Involved in direct victim relationships, assisting with program planning, setting goals and objectives, assisting victims with referrals, advocacy, and crisis intervention, and Provides assistance searching for safe and secure housing.	Bachelor's Degree or minimum of 45 credit hours.
Operations Manager	Oversees all HUB Programs including Domestic Violence. Responsible for quality assurance, policy development, and performance measures.	Master's or Bachelor's Degree and minimum of seven years in a leadership position of a medium-sized organization.

Agency Name:

Family Justice Center of Erie County

Program Name (if different):

Business Address:

438 Main Street Suite 201, Buffalo, NY 14202

Contact Person:

Ava Thomas

Telephone number:

716-558-7233

E-mail Address:

ava@fjcsafe.org

## Program Requirements

*This program is intended to be a separate and distinct program specializing in services for victims of domestic violence. 70% of the clientele served must consist of victims of domestic violence and their children.*

All questions must be answered

Describe how the program is separate and distinct and how it fits into the overall agency?

The Family Justice Center is a unique program that provides free, one-stop wrap around services through a collaboration with several on-site and on-call partner agencies. The FJC strives to connect clients with all of the services they need to safety plan and ultimately leave abusive relationships by offering a mixture of in-person

**Erie County:** Non-Residential Domestic Violence Services

services and remote services via phone and online chat box. Regardless of the mode by which we provide services, we strive to meet clients where they are, and to enable them to receive all necessary services in one place. The FJC is the only service provider in the county that is solely focused on providing the core non-residential domestic violence services. The FJC is headquartered in downtown Buffalo where staff and services are provided in a designated, secure space. In addition, the FJC has three satellite offices located in Grand Island, Amherst and Orchard Park, New York. All three of the satellites are located in community-owned homes and are strictly used by the FJC for domestic violence services.

The FJC staffs seven domestic violence advocates that provide the core non-residential domestic violence services to clients. In addition to the core services, clients can obtain emergency orders of protection from Erie County Family Court through the agency's web-conferencing program with the court and they can have any domestic violence related injuries photographed and documented by a nurse at the on-site Forensic Medical Unit. The Center also has an office and a warrant clerk from the Buffalo Police Department to allow clients to file charges on-site, a patient navigator from the Center of Court Innovation who can help clients access insurance, a primary care provider as well as health education/information, an attorney from Neighborhood Legal Services who can assist them in obtaining civil legal counsel, an advocate from Community Services for Every1 to assist disabled clients in accessing available resources, a representative from HUB to assist with housing, as well as therapy dogs to provide additional support for clients.

Describe the eligibility criteria for clients utilizing the services of the non-residential domestic violence program?

All of the services provided by the Family Justice Center are free and provided to any person who has been identified as a victim of domestic violence.

Describe how special needs populations, including non-English speakers, disabled, and hearing impaired, are accommodated?

All of our facilities are accessible to physically and developmentally disabled clients. In the last year, funded by an OVW grant, we have retrofitted all of our sites for wheelchair access and developed materials for clients with intellectual disabilities. Community Services for Every1 acts as an accountability partner who monitors our facilities and services for accessibility.

Additionally, we have a contract with Deaf Adult Services to provide translation for hearing impaired clients, and we use Language Line Services to provide translation for non-English speaking clients. This service provides translation in more than 170 languages and dialects, around the clock. When available, the International Institute of Buffalo (IIB) will provide direct translation in other languages. IIB also provides in-service trainings annually to FJC staff and volunteers around issues of cultural competency. The Center also has a partnership with Community Services for Every1 which provides for an on-site advocate to assist clients with disabilities.

Explain how the location(s) where the non-residential domestic violence services are provided ensures the safety and confidentiality of the persons receiving services and their identities.

**\*DO NOT PROVIDE LOCATION ADDRESS(ES)\***

The Family Justice Center (FJC) has a strong Security & Confidentiality Policy. All four locations have security systems, including security cameras, that allow the FJC staff to monitor who is accessing the building. No one can gain access into the agency on their own; clients must press the door bell before entering and be "buzzed" in by FJC staff.

Once in the agency, all clients meet with a domestic violence advocate and receive all services in a private "living room." Each client has their own "living room" to protect the confidentiality of the communication within. Each room is also equipped with a white noise machine to insure that any conversation/communication can not be heard outside of the room. Similar confidentiality measures are provided for clients who access our services remotely via phone or chat box. All client calls are taken in living rooms to protect client privacy when a client gives their name, it is checked against offender records. If they are an offender, a confidentiality statement is read, emailed, or typed in the chat box to the client, and they must give oral or typed consent prior to receiving services. Callers and chatters who are on our offender list are not given advocacy services, but are directed to more general services, in order to obfuscate our knowledge of their offender status.

Information that clients share with the FJC is confidential, including personal identifying information such as name, address, and phone number, subject only to a client's specific, informed, written, consent for release or sharing of confidential information. To best protect confidentiality, the FJC staff will complete a central intake assessment. The information obtained is essential in determining the services a client is requesting and protecting the confidentiality of the client.

Any information collected by the FJC cannot be shared with any of the FJC's on-site or off-site partners without written, oral, or emailed informed consent from the client. All releases of information must be in writing, signed, dated in ink, and indicate a specified time limit for the release.

Complete chart below

## Core Services Chart

Core Service	Days Provided	Hours Provided	Service Delivery Method	Location of Service Provided	Position Providing Service
<b>Telephone Hotline Assistance</b>	Mon-Fri	8:30am-5:00pm. After hours, there is a message indicating that the FJC is closed, but that they can either call the Erie County Hotline Number at 716-862-4357 or wait on the line to be transferred to the County Hotline	Hotline phone system	All four FJC locations	Domestic Violence Advocate, Intake Coordinator
<b>Information and Referral</b>	Mon-Fri	8:30am-5:00pm	In person at the FJC offices and via the hotline or chat box	All four FJC locations	Domestic Violence Advocate
<b>Advocacy</b>	Mon-Fri	8:30am-5:00pm	In person, via telephone or chat box	All four FJC locations, the local courts, etc.	Domestic Violence Advocate
<b>Counseling</b>	Mon-Fri	8:30am-5:00pm	In person, via telephone or chat box	All four FJC locations	Domestic Violence Advocate
<b>Community Education and Outreach</b>	7 days a week	Various hours	In person training or remotely via ZOOM	All four FJC locations	CEO, Director of Operations and DV Outreach Advocate
<b>Optional Services (e.g., Support Groups, children's services, translation services, etc.)</b>	Mon-Fri	8:30am-5:00pm	In person or remotely via phone, chat box, or ZOOM	All four FJC locations	Domestic Violence Advocate

All core services listed are a requirement listed in 18 NYCRR 462.4 and must be provided directly by the program in a timely manner as defined in the regulation.

### Staffing Requirements

*Each program must employ **both** a qualified program director **and** a sufficient number of staff who are responsible for providing core and optional services.*

*List each of the staff/volunteer **positions** responsible for providing non-residential services including the **title, responsibilities, and qualifications for each position**.\**

\* Do **not** give names or qualifications of current program staff.

## Staffing Chart

Position Title	Responsibilities of Position	Qualifications of Position
Domestic Violence Coordinator- 6 full time, 1 part-time	Responsible for providing direct services to clients including intake & referrals, hotline assistance, advocacy and counseling	Bachelor's or Masters in social work or related field; 1-3 years paid experience
CEO	Leadership of the agency, including programs and finances. Insures that FJC has the appropriate partners on-site to assist in providing the core and optional services. Leads outreach and education efforts.	Bachelors Degree in related field, five years experience in not-for-profit in management role and fiscal experience preparing budgets and administering agencies with budgets over \$500,000.
Operations Manager	Lead the implementation of the agency's program & operations; supervise direct service staff and ensure they are provided adequate training; assist with community outreach and training	Bachelor's or Masters in social work or related field; 3-5 years paid experience in supervising staff and managing operations
Intake Coordinator	Responsible for monitoring access to the FJC, identifying appropriate clients, and welcoming clients and visitors. Informs clients about rights of confidentiality and what they can expect during their visit. Identifies client situations in which Operations Manager needs to get involved. Insures efficient and timely provision of services by all partner agencies.	4-year degree and two years' experience working with victims of domestic violence.
Domestic Violence Outreach Advocate	Provides prevention education in the community and mobile advocacy and counseling services.	Bachelor's or Masters Degree in Social Work or related field; experience preferred.
Forensic Medical Unit Nurse	Provides written and photographic documentation of client DV-related injuries	NYS RN license; BA in Nursing, 1-3 years paid professional experience

# PINS Pre-dispositional Placement Services

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As outlined in 20-OCFS-ADM-22, [Persons in Need of Supervision Reform Changes](#), Local Department of Social Services are to have a plan to provide PINS pre-dispositional care and maintenance services as ordered by family court.

Pre-dispositional placements can only occur in the following settings:

- Foster care settings, certified or licensed by the New York State Office of Children and Family Services (OCFS) or another authorized agency, such as: foster boarding home, group home and residential treatment center.
- A short-term safe house as defined in Social Services Law 447-a for youth who have been determined by the court to be sexually exploited. Placement in a runaway and homeless youth program may not be ordered by the court without the consent of the respondent youth, as these settings are voluntary.

Please indicate below whether the LDSS has the availability of PINS pre-dispositional care and maintenance services:

- ☒ LDSS has a plan to provide PINS pre-dispositional care and maintenance Services as ordered by family court.
- ☐ LDSS **does not** have a plan to provide PINS pre-dispositional care and maintenance services as ordered by family court.

If these services are not currently available, what steps is the LDSS currently undertaking to resolve this gap in service?

# T and U Visa Reporting

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18-OCFS-LCM-15, dated August 14, 2018, provided "Protocols for Signing Forms for Non-Immigrant Clients Applying for U Visas and T Visas." This LCM lays out the record keeping and reporting requirements:

**9. RECORD KEEPING AND REPORTING REQUIREMENTS:**

LDSSs must maintain information on the number of requests received for U visa certifications and T visa endorsements, including the number of requests granted for each type of visa. LDSSs are required to submit this information to OCFS on an annual basis as part of the county Child and Family Services Annual Plan update process.

**Please provide the information requested below:**

1. In 2020, how many T visa applications were received?

0

2. In 2020, how many T visa certifications were issued?

0

3. In 2020, how many U visa applications were received?

0

4. In 2020, how many U visa certifications were issued?

0

# Title XX Program Services Matrix

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Districts are required to enter Program Matrix information into the Welfare Management System (WMS). Please note below if changes have been made to the matrix since your last annual plan, and what those changes are.

WMS allows local districts to update their Title XX Matrix by using the **Title XX Menu**. The matrix is the basis for the authorization/payment of Title XX services and for child care assistance funded under the New York State Child Care Block Grant for each local district. State income standards are established using the Federal Poverty Levels (FPL), which are updated periodically by the U.S. Department of Health and Human Services. When new FPLs are set, the state updates the WMS Title XX Services Matrix and the Title XX Matrix Update process is initiated.

Each district must update its WMS Title XX Matrix as necessary and submit it to the state for review. Districts are not able to alter state-mandated fields. The updates are done by a district worker who has been assigned security function 180 by the district's LAN administrator. If your district needs assistance with making the changes in WMS or the process of assigning a 180 security function to a district employee please contact [ocfs.sm.wms@ocfs.ny.gov](mailto:ocfs.sm.wms@ocfs.ny.gov).

The following resource is available to assist with updating the Title XX Matrix in WMS:

- [Click Here for Instructions to Complete the Program Matrix](#)
- 

Are there changes to the services your county intends to provide during the 2021 Child and Family Services Planning cycle?

- ☒ Yes
- ☐ No

If there are changes to the services, please indicate what those changes are:

Will decrease the family share to 10% effective upon directive from OCFS.

# List of Data Sources

The list below contains common data sources often used in county planning. Please check all sources your county used in developing this plan. The list is not all-inclusive; if you have other sources of data, please indicate those as well.

Data Source	Safety	Permanency	Youth & Young Adult	Adult Services
KWIC (Kid's Well-being Indicators Clearinghouse)	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
U.S. Census Data	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
Child Trends Data Bank	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
PRISMS (Prevention Risk Indicator/Services Monitoring System (OASAS))	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
NYS Department of Health	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Domestic Violence Information System	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
NYS OCFS Data				
MAPS (Monitoring and Analysis Profiles)	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
QYDS (Quality Youth Development System)	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
OCFS Data Warehouse Reports	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
Child and Family Services Plan Child Level Data	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
OCFS Race/Ethnicity Disparity Data	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
OCFS Preventive Services Data	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
OCFS Bright Spots Data	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
OCFS Family First Data Packets (Congregate Care Bubble Charts and Foster Home Data Packets)	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
OCFS Juvenile Detention Automated System (JDAS)	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
OCFS Detention Risk Assessment Instrument System (DRAIS)	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
OCFS Agency Online Profile (OAOP)	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
YASI data (Youth Assessment & Screening Instrument)	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>

<b>Safe Harbour: NY program data</b>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
<b>Adult Services Automation Project (ASAP.Net)</b>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
<b>Adult Protective Services (APS.Net)—NYC only</b>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<b>Local Surveys</b>				
<b>County Search Institute Survey</b>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<b>Communities That Care</b>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<b>TAP Survey</b>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<b>United Way (Compass Survey or other)</b>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<b>Other</b>				
<b>Other Data Sources</b>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
<b>Specify Any Other Data Sources:</b>		Preventive Service Dashboard		ECDSS Mobile Audit Protective and Preventive Services (MAPPS)-local PHRED-NYS

# Required Interagency Consultations

407(g)(3) As required by sections 423.3(a) and 473.2(b) of the Social Services Law, discussions and meetings with public, private and voluntary organizations which are involved in adult and family and children's services must be held to acquire their advice and consultation in the development of the plan. At a minimum, such organizations must include: health and mental health agencies; aging, legal and law enforcement agencies; societies for the prevention of cruelty to children; family court judges; youth bureaus or boards; and departments of probation.

**Please list below all agencies that participated in the development of this section of the plan.**

<b>Agency Type</b>	<b>Safety</b>	<b>Permanency</b>	<b>Youth and Young Adult</b>	<b>Adult Services</b>
<b>Health</b> <sup>4</sup>	EC Department of Health	EC Department of Health		Hospital Collaborative
<b>Mental Health</b> <sup>4</sup>	Crisis Services	Crisis Services	Erie County Department of Mental Health	Police Mental Health Coordinating Project-Crisis Services
<b>Youth Bureau</b> <sup>3</sup>	Erie County Youth Bureau	Erie County Youth Bureau	Erie County Youth Bureau	Erie County RTA/Housing
<b>Department of Probation</b> <sup>3</sup>	EC Probation	EC Probation	Erie County Department of Probation	Erie County RTA/Housing
<b>Societies for the Prevention of Cruelty to Children</b> <sup>1</sup>	Child & Family Services (contracted agency)	Child & Family Services (contracted agency)		Child Protective Services-ECDSS
<b>Law Enforcement</b> <sup>1,2,4</sup>	Sheriff's Office	Sheriff's Office	Multiple law enforcement agencies	Police Mental Health Coordinating Project-Monthly and Older Adults Case Conference
<b>Aging</b> <sup>4</sup>				NY Connects-No Wrong Door- Senior Services
<b>Legal</b> <sup>1,4</sup>	Public Defender's Office & Children's attorneys	Public Defender's Office & Children's attorneys	Erie County Attorneys Office. Legal Aide Bureau	Council on Elder Abuse
<b>Family Court (judge or designee)</b> <sup>1</sup>	Amy Neri	Amy Neri	Judge Brenda Freedman	Erie County Family Court Improvement Project
<b>Local Advisory Council</b> <sup>1,2,3</sup>	Local Advisory Focus Group	Local Advisory Focus Group	Erie County Youth Board	Council on Elder Abuse

<b>Other Relevant Government Agencies</b>				EC Dept of Senior Services -AAA
<b>Child Care Resource and Referral Agencies</b>				
<b>RHYA Providers</b> <sup>3</sup>		Homeless Alliance	Compass House	
<b>Other Public / Private / Voluntary Agencies</b> <sup>1,4</sup>	Contracted Agencies	Contracted Agencies	Multiple Erie County contracted voluntary agencies	Domestic Violence Collaborative
<b>Other (#1)</b>				WNYDHTTF-(Human Trafficking)
<b>Other (#2)</b>				MDT-Financial Exploitation

1. Must be consulted when developing Safety / Prevention section of the Plan.

2. Must be consulted when developing the Permanency / Prevention section of the plan.

3. Must be consulted when developing the Youth and Young Adult section of the plan

4. Must be consulted when developing Adult Services section of the Plan.